

**ILLINOIS STATE POLICE**  
**Office of the Statewide 9-1-1 Administrator**



**State of Illinois**

**Application for**  
**9-1-1 Modification Plan**

# INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Department of State Police (Department), the Illinois Commerce Commission (ICC), the Statewide 9-1-1 Advisory Board (Advisory Board) and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modified plans must comply with 83 Ill. Adm. Code Part 1325.

## **LONG FORM MODIFIED 9-1-1 PLAN:**

The following 9-1-1 system changes require Administrator approval:

- 1) Changing boundaries that require an intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction
- 2) Changing or adding a 9-1-1 system provider
- 3) Changes in network configuration, except as provided for in subsection 1325.200(h), (i.e. implementation of a Next Generation 9-1-1 (NG9-1-1) system)
- 4) Change of Backup PSAP arrangement

The Modified Plan must include the following documents:

<b>General Information</b>	Contact and 9-1-1 System information.
<b>Verification</b>	Notarized statement of truth regarding information provided in the plan.
<b>Letter of Intent</b>	Letter that is sent to the 9-1-1 System Provider with a copy of the plan.
<b>Plan Narrative</b>	A summary of the changes of the proposed system's operation.
<b>Financial Information</b>	A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues.
<b>5-Year Strategic Plan</b>	A detailed plan for implementation and financial projections.
<b>Communities Served</b>	A list of all communities that are served by the 9-1-1 System.
<b>Participating Agencies</b>	A list of public safety agencies (Police, Fire, EMS, etc.) who are dispatched by the 9-1-1 System.
<b>Adjacent Agencies</b>	A list of public safety agencies (Police, Fire, EMS, etc.) that are adjacent to the 9-1-1 System's jurisdictional boundaries.

## **Attachments (if applicable):**

<b>Ordinance</b>	Any local ordinances which dissolve an existing ETSB or creates a new ETSB.
<b>Intergovernmental Agreement</b>	Any intergovernmental agreements or MOU's creating a joint ETSB or any other agreements pertinent to the 9-1-1 system.
<b>Contracts</b>	Contract(s) with a 9-1-1 system provider or for NG-9-1-1 service.
<b>Back-up PSAP Agreement</b>	Establishes back-up and overflow services between PSAPs.
<b>Network Diagram</b>	Provided by the 9-1-1 system provider showing trunk routing and backup configuration.
<b>Call Handling Agreements</b>	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.
<b>Aid Outside Jurisdictional Boundaries Agreements</b>	Aid outside normal jurisdictional boundaries agreements shall provide that once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

<b>Carrier Listing</b>	A list of each carrier telephone company(s), exchange(s), prefix(es), and the various 9-1-1 System configurations that will be used in the proposed system.
<b>Test Plan</b>	The 911 System's overall plan detailing how and to what extent the network and data base will be tested.

These modified 9-1-1 Plans must be filed electronically on the Department's website at:  
<http://www.isp.state.il.us/Statewide911/statewide911.cfm> where you will see the box below to submit your plan.



Once the plan is submitted, the Department and the ICC will have 20 days to provide a technical review of the plan to submit to the Administrator for approval.

**SHORT FORM MODIFIED 9-1-1 PLAN:**

The following modifications do not need to be submitted electronically on the Department's website.

The 9-1-1 Authority must provide written notification to the Administrator at [911\\_tech\\_support@isp.state.il.us](mailto:911_tech_support@isp.state.il.us) at least 10 business days prior to making the following changes pursuant to Section 1325.200(h). After review, the Administrator will provide a letter of acknowledgment.

- 1) Permanent relocation of an existing PSAP or backup PSAP facility
- 2) Reduction in 9-1-1 trunks from the selective router to the PSAP
- 3) Further reduction of PSAPs within a 9-1-1 Authority beyond consolidation as required by the Act

The notification should include:

<b>General Information</b>	Contact and 9-1-1 System information.
<b>Plan Narrative</b>	A detailed summary of the changes in the proposed system's operation.

**Attachments (if applicable):**

<b>Network Diagram</b>	Provided by the 9-1-1 system provider showing trunk routing and backup configuration
<b>Call Handling Agreements</b>	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.



# VERIFICATION

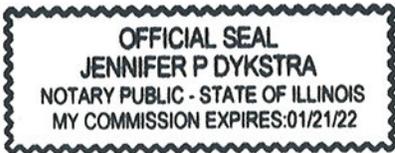
I, John Booker, first being duly sworn upon oath, depose and say that I am Chairman, of Whiteside County ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.



Whiteside County ETSB Chairman

Subscribed and sworn to before me

this 30<sup>th</sup> day of March, 20 20.

  
NOTARY PUBLIC, ILLINOIS

# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

March 30, 2020

(Date)

Martin DeLeonardis

(9-1-1 System Provider Company Representative)

Comtech – NG-911 Inc @ Subsidiary of Comtech Telecommunications Corp

(9-1-1 System Provider Company Name)

3020 Woodcreek Drive Suite A

(Street Address)

Downers Grove, IL 60515

(City, State, Zip Code)

Dear Mr. DeLeonardis,

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,



John Booker

Chairman

Whiteside County ETSB

Enclosure: Modification Plan

## **Narrative**

The Whiteside County ETSB is filing its modified plan to implement a Next Generation 911 Hosted System. Whiteside County ETSB will be switching 9-1-1 System Provider (SSP) at the same time and the new SSP will be NG-911, Inc. NG-911, Inc. is a certificated 9-1-1 Service Provider in Illinois (See Order, August 22, 2012, Illinois Commerce Commission (ICC) Docket No. 12-0093.)

The Whiteside County ETSB system is IP-based and is fully compliant with all current NENA i3 standards; it is geographically diverse and has a redundant configuration and design to avoid any single points of failure (SPOF). The system architecture is designed and provisioned so that the failure of any one component will not result in a total system failure. All essential system components are protected through the use of redundant components to limit a SPOF.

Whiteside County is part of a nine county consortium called Northern Illinois Next Generation Alliance (NINGA). The Alliance includes Boone County, Bureau County, Carroll County, DeKalb County, Jo Daviess County, Ogle County, Stephenson County and Winnebago County. This system will provide service parity for all potential 9-1-1 callers, and being IP based, can be administered, monitored and managed both locally and remotely. The system will host multiple remote PSAP's in multiple jurisdictions. Each PSAP will be composed of a number of positions plus security appliances and software necessary to prevent intrusion by unauthorized personnel. The system has varying levels of security and administration privileges for managing, configuring, monitoring, maintenance and diagnostics activity. All the counties of NINGA will benefit economically in this collaborative effort.

NG9-1-1, Inc. will be providing the NINGA Esi Net/Network by contracting with a Competitive Local Exchange Carrier (CLEC) Syndeo. Whiteside County will be utilizing the NINGA Network with a total of nine (9) counties for NG 9-1-1 Services. There are two (2) geographically diverse, fully redundant NG-911, Inc. operated Data Centers (Data Centers will be used as Term of Art) which house the NG9-1-1 Next Generation Core Services (NGCSs). The two (2) Data Centers are: (1) DeKalb County Sheriff's Department Jail Annex Data Center, 180 E. Exchange St, Sycamore, Illinois, and (2) Belvidere Fire, 353 East 6<sup>th</sup> Street, Belvidere, IL 61008. By NINGA utilizing the same network, data centers, and other necessary equipment, a collaborative effect to decrease costs for the entire NINGA group will realized.

### **PSAPs**

Whiteside County plans to implement a Next Generation 9-1-1 System county-wide with the primary objective to provide the citizens of Whiteside County Illinois with a high quality of 9-1-1 services.

Whiteside County's Public Safety Answering Points (PSAPs) will collectively answer, process and direct all calls and texts placed to 9-1-1 within their jurisdictional boundaries. Whiteside County has two (2) County operated PSAPs, one located at the Whiteside County Sheriff's Office with two (2) positions, and the other located at the Sterling City Hall, Twin City Communications Center – TCCC with four (4) positions.

Both Whiteside County PSAPs backup each other. Whiteside County PSAPs in operation in their present location will be using trained, qualified, and experienced personnel.

## Plan Narrative: Whiteside County Illinois ETSB

PSAP	Backup
Whiteside County Sheriff's Office	Twin City Communications Center
Twin City Communications Center	Whiteside County Sheriff's Office PSAP

### Radio / Telecommunications

All emergency services within Whiteside County, Illinois have the capability to be linked either by radio or telephonically. Details on both primary and secondary communication procedures are contained in the Call Handling Intergovernmental Agreements. The Participating Agency Forms include the Radio and other Dispatch capabilities.

### Dispatch to Participating and Adjacent Agencies

Details of the elaborate dispatch system utilized by the PSAPs are included in the Call Handling Agreements plus the Participating Agency and the Adjacent Agency documents.

### New system configuration and technological architecture (i.e., network and routing);

The Next Generation 9-1-1 system will increase functionality, redundancy, diversity, and scalability. The new NG9-1-1 system by design has redundancy built in at every point practical to eliminate all SPOF.

The NG9-1-1 system will handle calls from all Carriers that are answered today. The NG9-1-1 ESInet will enable a wide spectrum of users to utilize emergency support services, such as hearing impaired, deaf, speech impaired, and non-English speaking callers (Text to 911 and TTY technology).

Carriers may connect to the ESInet at various points on the Fiber Ring. These points of interface (POI) locations will be mutually agreeable to NG-911, Inc, Syndeo and the Access Carrier. Syndeo may also provide points of interface (POI) for Access Carriers. These POI's specific locations are documented on the Network Diagrams and in the Access Test Plan document.

The NG9-1-1 architecture is comprised of an Emergency Services Internet Protocol Network (ESInet) to connect the PSAP using IP signaling. Carriers will connect to the Host Site. Each Carrier will choose from Legacy (SS7/ISDN) and newer Protocols for trunk signaling (SIP). Where the ESInet appears in a Carrier or Private Switched ALI (PS/ALI) Switch Location, the Carrier or PS/ALI customer may connect to the fiber at that location, thus including a zero-mile access solution. Planning for direct PS/ALI customers is handled the same way as a small direct Carrier to the network.

### Database

The Whiteside County ETSB has designed and purchased a comprehensive NENA i3 standards-based system that is highly sophisticated. The system will provide automatic location identification (ALI), automatic number identification (ANI), and selective routing to the PSAP using dynamic routing. In addition, the system will feature geo-spatial, policy-based functionality that will deliver superior service and response to the emergency needs of the citizens of Whiteside County. Every structure in Whiteside

## **Plan Narrative: Whiteside County Illinois ETSB**

County has been identified and every residence has a street number with a street or road name. Additionally, geo-spatial number has been designed with address points to identify the residence where the 9-1-1 request is made. All database elements comply with NENA Data Formats for ALI, MSAG and GIS.

Whiteside County and the other NINGA partners will be utilizing software that will enable NG-911, Inc. to manage the ALI database. The software fully integrates with the other NGCS of the NG9-1-1 system and performs data validation, request/response software, managing data quality and provides real-time communication tools.

### **Text to 9-1-1 Flow**

Text to 9-1-1 will be implemented in Whiteside County. Whiteside County ETSB and NG-911, Inc. the 911 SSP, have chosen Comtech TCS as their Text Control Company (TCC). The NENA Interim Standard which is being implemented best complements a full NENA NG9-1-1 Network, using an IP i3 SIP/MSRP interface to the ESInet and the NG9-1-1 NGCS equipment being deployed. NENA provides instructions for the PSAPs and Carriers to complete the technical aspects of the project and register the PSAPs with the FCC.

### **Robust, reliable and diverse/redundant network; and whether other 9-1-1 Authorities will be sharing the equipment**

The Design is based on building redundant systems to avoid any SPOF in the ESInet and across the entire NG9-1-1 Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. Currently, if a PSAP has only three (3) trunks from a legacy Selective Router, the (4) fourth caller gets a busy signal. In a Next Generation solution, that caller will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP. Refer to General Information 911. Routing methodology is documented in each Application. Based on the number of fixed and portable workstations per PSAP, not all PSAPs will back up each other in NINGA. The size disparity between PSAPs is one reason, and the ability to properly dispatch for one another is the second reason.

The hardware and software are expandable by installing additional components, such as servers, gateways and workstations as needed. The hardware is comprised of off the shelf servers and NENA compliant software. The Workstations used by the Call Takers are Dell computers, so there is not a barrier to replacing equipment if hardware fails.

If 9-1-1 calls are unable to be answered by the primary PSAP (for whatever reason), calls will be routed to the Backup PSAP designated in the 9-1-1 Plan. Whiteside County will utilize existing backup plans for the 1st layer of backup. The IP network allows flexibility to deliver overflow or re-routed calls to pre-determined Backup PSAPs. Calls can be routed to the Backup location through the software.

The key to network reliability is redundancy.

## **Plan Narrative: Whiteside County Illinois ETSB**

The system will have automatic failover capability between the two Data Centers. Having two Data Centers to serve the PSAPs using the Emergency Services Internet Protocol Network (ESInet) will increase reliability 100%. The new NG9-1-1 system by design has redundancy built in at every point practical to eliminate all SPOF.

The NG9-1-1 ESInet is by design a reliable network. The factors that make it a good network during national security and emergency preparedness situations include:

- The dual Data Centers are more than 30 miles apart.
- Duplicated capabilities of the NGCS within each Data Center.
- Having a balanced load on the Data Centers with dual access requested of the Access Carriers makes this a good plan in Disaster Recovery scenarios.  
Each PSAPs is backed up by one (1) or more PSAPs on separate call routes using separate power sources.

### **Security - Session Border Control**

Session Border Controllers (SBCs) provide the access control for protection from unwarranted Cyber Attacks, Denial of Service Attacks and/or focused Network Overloads. The design is in accordance with the NENA i3 Standards. The SBC will act as a sophisticated firewall to protect the NG9-1-1 system from Denial of Service Attacks, malicious or accidental attempts that could cause ESInet network overload, and other intrusive security breach attempts. The SBC satisfies critical security, service assurance, and regulatory requirements and supports multiple protocols including SIP, H.323, MGCP/NCS, H.248 and RTSP and multiple border points.

A Session Border Controller (SBC) firewall is being installed in each of the Data Centers. The same system has been installed and tested extensively at the Illinois Institute of Technology Real Time Communications Laboratory (IIT RTCL) simulating loads well beyond what can be developed in the field.

### **PSAP Security**

All access to the PSAPs is restricted with a code or key access. The computer network is password secured. Protection extends to the Network's perimeter as well, including E-mail and web filtering, as well as current firewall technology. To maximize that safety and security is provided on all workstations with Security software. All workstations are updated regularly and scanned for threats, including but not limited to viruses, spyware, malware, and root kits. The protection extends to the Network's perimeter as well, including E-mail and web filtering, as well as current firewall technology.

The ETSB will continue to investigate future Security needs

### **Map**

The IP-based mapping system fully integrates with all the other components of the NG9-1-1 system.

## **Plan Narrative: Whiteside County Illinois ETSB**

### **IP Selective Router / Switch**

The IP Selective Router equipment and software being deployed meets the redundancy and resiliency that is required by the NG-911, Inc. Additionally, the system has data integration and reporting tools

### **Monitoring**

The NG-911, Inc. monitoring system will alert the NG9-1-1 24 by 7 by 365 NOC personnel to any problem with the Data Centers, the ESInet including Temperature and Power alarms and to alert on any NGCS in the secure collocation space. Monitoring the systems and centers and network will be done during all phases of testing and ongoing after network cutover. Part of the monitoring is the alerting in near real time, the ability to ticket and/or display to systems centers and hand held devices.

The Carriers remain responsible for their own Access Reporting. NG-911, Inc. as the 911 SSP is accountable for the monitoring alerting problem resolution and reporting of all other aspects of the NG9-1-1 network.

### **The existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system**

The NG9-1-1 system will handle 9-1-1 calls from all Carriers that are answered today plus Text to 9-1-1. The NG9-1-1 ESInet will enable a wide spectrum of users to utilize emergency support services, such as hearing impaired, deaf, speech impaired, and non-English speaking callers. The new system will incorporate the TTY technology that serves hearing and speech impaired end users.

The NG9-1-1 system fully integrates with a local ALI database management system as well as an integrated Mapped-ALI display. The ALI database management system (ALI DBMS) is Internet Protocol (IP)-based system, and for traditional wireline calls it operates exactly as the existing ALI.

NG-911, Inc. will ensure the Database records are received from the Access Carriers reviewed as they are today for location accuracy, accepted, validated and integrated into the active working records.

Most Wireline customer records come from the Service Order Process of the Carriers. The Carriers will transmit the database updates to NG-911, Inc. NG-911, Inc. will work closely with each Carrier directly on Database updates.

Split Exchange call handling records will be handled in the same manner. Service Order updates to the NG9-1-1 ALI records will be accomplished using database management software to process updates from all Carriers

The ALI Database is hosted onsite in the two (2) Data Centers in the Database NGCS. The NGCS are duplicated and they reflect information that has been accepted, validated and aggregated and is ready to use in the 9-1-1 actual call flow. GIS coding will be added to all Service Order records that update the ALI. NG-911, Inc. will maintain the database in a manner that ensures that customer personnel cannot alter the data. All aspects of the ALI database process will meet NENA database standards. The Service Order updates that will be managed by NG-911, Inc. daily, will utilize multiple logic checks that guard against invalid ALI updates and increase the reliability of data. These invalid updates would include, but are not limited to, ensuring that the address conforms to public record including GIS ECRF

## **Plan Narrative: Whiteside County Illinois ETSB**

data (MSAG) and that the ALI record telephone number is in a valid format. The database system supports direct service order entry, manual update as well as the import and export of NENA format.

### **Quality of Service Standards**

NG-911, Inc. and Whiteside County will utilize the Commission's service standards for call blocking and will provide the required P.01 level of service at a minimum. Call set up will remain the same or improve with the use of SIP signaling. SLAs will be in place with Carriers and vendors.

SLAs will be in place with Carriers and vendors.

The ESInet provider including Data Center providers have Service Level Agreements (SLAs) in place with NG9-1-1, Inc. Bandwidth and availability are part of the SLAs over the ESInet and to each PSAP.

### **Miscellaneous Operations:**

The PSAPs in the Whiteside County 9-1-1 System meet the following requirements:

- Twenty-four hour a day operation, three hundred sixty-five days a year.
- A call logging recorder capable of recording, and date and time stamping of all 9-1-1 position/calls, and radio frequencies which are used to dispatch the assignments. A recorder upgrade will be installed to record text or IP based data in conjunction with this system implementation.
- An alternate power source, generator, capable of sustaining full operation of the PSAP including communications, should a commercial power outage occur. The PSAP also has UPS to allow continued operation during switch over from commercial power to alternate power.
- TDD service is available at each PSAP to allow the hearing-impaired citizen the same access and availability to call 9-1-1 as all other citizens. TDD calls are delivered to the workstation and do not require a separate device.
- The PSAPs will maintain an electronic log of the 911 calls and texts.
- The Whiteside County ETSB PSAPs have adopted a set of standard operating guidelines that include PSAP security.

### **Public Information including Text to 9-1-1:**

The Whiteside County ETSB continues to provide public awareness and information by means of several local media outlets, public presentations and school programs, signage, etc. The Whiteside County ETSB plans for increased publicity once the Modification is approved.

### **Training:**

Detailed training will be provided to all persons staffing the PSAP location. The initial PSAP operators will be existing employees of the communications centers where the PSAP is located and all have had previous training in emergency call handling and dispatch. NG-911, Inc. will provide extensive training on all aspects of the equipment.

### **Initial Cutover Strategy**

Initial Cutover Strategy will be cooperative with Carriers.

## **Plan Narrative: Whiteside County Illinois ETSB**

The Cutover Plan will validate the translations in the network are operational for primary, alternate and disaster situations to ensure the proper response gets to the PSAP even if the network is overloaded.

Cutover will occur Carrier-by-Carrier in the mutually agreeable Carrier and PSAP maintenance window for 9-1-1 services.

The process includes:

- Optimization of physical and logical routes
- Circuit ordering process outlined and confirmed
- Field Testing resulting in Cutover Ready Transition
- Agreement on Primary and Alternate Routing Rules
- Agreement on Split Exchange Routing and Interfaces
- Translations for Load Balance and Routing in the Carrier Network
- Sharing of Carrier Test Numbers
- Addition of Carrier Test Numbers into the NG9-1-1 Database Records
- Selective Router trunking to Data Centers
- Originating Rate Center (NPA-NXX) to PSAP
- Verify PSAP before and after Dispatch
- Make Access Trunks Busy and Verify Load Balance
- Log off workstations and verify Primary / Alternate PSAP

Traffic will be live after all steps are complete.

The legacy network will be available for seven days after successful cutover of the NINGA end to end network Whiteside County's ETSB plans to cut to live service after successful network and field testing.

When all tests are successful, the first access traffic load will be delivered to the appropriate PSAP/PSAPs in accordance with the deployment schedule. Include the deployment schedule. Subsequent migration will occur as specified in the deployment schedule.

### **Disaster Recovery**

The NG9-1-1 ESInet is by Design a reliable network. The factors that make it a good network during national security and emergency preparedness situations include:

1. The dual Data Centers in Sycamore and Belvidere are more than 40 miles apart.
2. Duplicated capabilities of the NGCS within each Data Center.
3. Having a balanced load on the Data Centers with dual access requested of the Access Carriers makes this a good plan in Disaster Recovery scenarios. Manual switchover to a Disaster Recovery PSAP often requires staffing and physical switching over to a configuration that is only tested occasionally.

Access Carriers will connect in a way that supports Disaster Recovery principles.

1. Dual Trunking

## Plan Narrative: Whiteside County Illinois ETSB

2. Alternate Facilities Routes
3. Commercial Agreements for service quality, problem identification and resolution.
4. Monitoring tools to see problems that are simplex in nature and get them rapidly corrected before they become service affecting for customers trying to reach 9-1-1.

### Business Processes are Critical to Disaster Recovery Principles.

1. Planning for Disasters in the ongoing design, engineering and during growth of the network.
2. The need for good records exchange with Carriers, Methods of Procedures for work activities signed off and communicated ahead of a planned event.
3. Use of Maintenance Windows that are strict before any change is made to the network.
4. Proper staffing and coverage and a call out plan for emergencies.
5. Training on the NGCS and on processes and procedures.
6. Communications capabilities using the IP PBX.
7. Use of Conference Bridges and other means of communications during cutovers, planned major activities and during major outages or emergencies. Radios etc.
8. Documented Disaster Plans in case of natural disasters such as earthquakes, floods, tornadoes, electrical grid problems, prison breaks, plane crashes, bomb threats and physical and cyber-attacks on the Data Centers and more.
9. Testing of Scenarios planned and unplanned, exercises involving staged incidents.
10. Offers to participate with Access Carriers, during their annual Disaster Recovery exercises.
11. Use of Best Practices in password protection and physical and logical security protection. Note: FCC provides industry Best Practices. FCC CSRIC includes NG9-1-1. [www.fcc.gov](http://www.fcc.gov).
12. Session Border Controllers (SBCs) to prevent, thwart and alert for unwarranted attacks on the network.
13. Facility diversity where possible and uninterrupted power supply (UPS) and generators to ensure the system can run indefinitely. In event of commercial power failure, UPS systems and generators will be utilized until electrical service is restored.
14. Grounding of the Data Centers to industry requirements.
15. Whiteside County will comply with NENA standards and sound Information Technology policy.
16. Standard procedures to maintain telephony and computer equipment will be utilized, including HVAC and other environmental controls to ensure optimum conditions for the ongoing function

If PSAPs must abandon a physical site, the calls can be rerouted to other PSAPs in real time through changes in software and tables.

Whiteside County's system is resilient and fault tolerant. The failure of individual components, such as Local Exchange End Offices, will not bring the NG9-1-1 system down because the components utilized in the NG9-1-1 system are geographically diverse and the network is designed for redundancy and resiliency.

## Test Plans Description

1. Description of test plan-
  - a. NG-911, Inc. and Whiteside County will oversee all aspects of testing the NG9-1-1 System and will be directly involved with The Network Test Plan. Whiteside County will coordinate call through testing for each wireline end office. NG-911, Inc. will obtain from the Access Carriers, test numbers per wire center, per rate exchange, per class of service as appropriate. Phase I and II PS/ALI Customer testing is described in the Test Plans.
  - b. Whiteside County will work with NG-911, Inc. to conduct coordinated testing with the telecommunications carriers when any of the following occur:
  - c. New central office switching installations that affect the directly connected carrier(s)
  - d. Network router, Selective Router or functional equivalent installations, upgrades or rehomes;
  - e. NPA (Numbering Plan Area) additions
  - f. Any other event that affects 9-1-1
  - g. Whiteside County will perform coordinated testing with private residential or business switch operators who request/require such testing.
  - h. The communities to be tested are listed in the community list attachment.
  - i. Test calls will meet the Administrative Code Part 1325 requirements.
2. List of wireline exchanges to be tested.
  - a. See Carrier listing document
3. List of wireless and VoIP Carriers to be tested
  - a. See Carrier listing document

## FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>59,180.28</u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>49,359.52</u>
Installation cost of the project	\$ <u>116,250.00</u>
Anticipated annual revenues	\$ <u>842,101.00</u>

## **Five Year Strategic Plan Whiteside County ETSB**

The Whiteside County ETSB has had the foresight and ability to save money for this project over the past several years, and is in appropriate fiscal condition to be able to completely fund the Whiteside County portion of this project, including installation of Next Generation 911 to both Whiteside County PSAPs.

The Five year plan for Whiteside ETSB is to utilize the existing contract with NG-911, Inc. for the hosted Next Generation 9-1-1 solution proposed in this plan. This system is compliant with the legislative mandate of being Next Generation 911 by 2020.

The Whiteside County ETSB will implement Interim Text to 9-1-1 along with voice to 9-1-1 and may incorporate video and static images in the system in the next five years if NENA standards are finalized and the benefits are tangible.

The Whiteside ETSB will continue to look for efficiencies in operations over the next five (5) years and ways to improve service to the citizens and maintain or reduce expenditures. With Next Generation 9-1-1, Whiteside County will have increased reliability with the fully diverse solution from a network perspective.

Whiteside has budgeted for capital expenditures for extremes and deficiencies as equipment became manufacture discontinued or inoperable for the current 911 System. This type of expense should now be more predictable since the hosting party will be responsible for all upgrades and maintenance of the shared core system.

Additional Purchases to be made in conjunction to this upgrade:

1. Whiteside County recently consolidated PSAP's, went from 3 to 2, and in doing so, added essential support equipment in the consolidated center to handle the increase in answering positions
2. Whiteside County purchased NG911 capable recorders, but they will need to be configured to handle the IP traffic from the NG911 system.
3. New console radio equipment will be necessary over the next 5 years



## PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

System Participants	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
Albany Police	101 N. Lime, Albany 61230	309-887-4370	x		
Albany Fire Dept	409 S. Church, Albany 61230	309-887-4451	x		
Albany Ambulance	409 S. Church, Albany 61230	309-887-4451	x		
Erie Police	814 9 <sup>th</sup> Av, Erie 61250	309-659-7792	x		
Erie Fire Dept	P.O. Box 696, 807 9 <sup>th</sup> AV, Erie 61250	309-659-2000	x		
Erie Ambulance	809 9 <sup>th</sup> AV, Erie 61250	309-659-7795	x		
Prophetstown Police	339 Washington, Prophetstown 61277	815-537-2388	x		
Prophetstown Ambulance	104 W. 2 <sup>nd</sup> Prophetstown 61277	815-537-2215	x		
Prophetstown Fire Dept	104 W. 2nd Prophetstown 61277	815-537-2215	x		
Lyndon Police Dept	404 W. Commercial, Lyndon 61261	815-778-4811	x		
Lyndon Fire Dept	401 1 <sup>st</sup> Av, Lyndon 61261	815-778-4895	x		
Fulton Police Dept	1110 3rd, Fulton 61252	815-589-3617	x		
Fulton Fire Dept	1802 16th Av, Fulton 61252	815-589-3030	x		
Fulton Ambulance	1802 16th Av, Fulton 61252	815-589-4347	x		
Sterling Police	212 3 <sup>rd</sup> Av, Sterling 61081	815-632-6640	x		
Sterling Fire Dept	110 W. 5 <sup>th</sup> St, Sterling 61081	815-632-6680	x		
CGH Ambulance	100 E. LeFevre, Sterling 61081	815-626-6649	x		
Rock Falls Police	1013 7 <sup>th</sup> Av, Rock Falls 61071	815-622-1140	x		
Rock Falls Fire Dept	1013 7th Av, Rock Falls 61071	815-622-1135	x		
Whiteside County Sheriff	400 N. Cherry, Morrison 61270	815-772-4044	x		
ISP District 1	3107 E. Lincolnway, Sterling 61081	815-632-4000		x	
Morrison Police	200 W. Main, Morrison 61270	815-772-7659	x		
Morrison Fire Dept	206 W. Main, Morrison 61270	815-772-2218	x		
Morrison Ambulance	303 N. Jackson, Morrison 61270	815-772-4581	x		
Tampico Police	P.O. Box 217, 202 W. 2nd St, Tampico 61283	815-438-2505	x		
Tampico Fire Dept	P.O. Box 25, 103 N. Main, Tampico 61283	815-438-2082	x		
Tampico Ambulance	P.O. Box 25, 103 N. Main, Tampico 61283	815-438-2082	x		

**ADJACENT AGENCY LIST**

Provide a list of public safety agencies and existing 9-1-1 Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

<b>AGENCY</b>	<b>STREET ADDRESS, CITY, ZIP CODE</b>	<b>TELEPHONE NUMBER</b>	
ISP District 7	800 Hillcrest Rd, East Moline, IL 61244	309-755-0428	
Bureau County ETSB	615 Elm Place, Princeton, IL 61356	815-872-1426	Walnut FD/AMB
Henry County ETSB	311 W. Center St, Cambridge, IL 61238	309-937-3911	
Rock Island County ETSB	1504 3rd Av, Rock Island, IL 61201	309-794-9111	Cordova FD, Hillsdale FD, Genesis AMB
Lee County ETSB	306 S Hennepin, Dixon, IL 61021	815-284-6631	Dixon Rural FD
Ogle County ETSB	202 S. 1st St, Oregon, IL 61061	815-732-1236	Polo FD/AMB,
Carroll County ETSB	100 Main St, Mt. Carroll, IL 61053	815-244-2635	Thomson FD/AMB, Coleta/Mildv/Chadwick FD/AMB

County: Whiteside

## CARRIER LISTING

(Wireline, Wireless, VoIP)

CARRIERS		STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
<b>ILEC/RLEC</b>			
CLEC MSAG	AT&T Local (TCG and Teleport) (Fixed VoIP Business)	3100 Cumberland Blvd, Suite 700. Atlanta, GA 30339	(770) 240-8773
<b>CLEC</b>			
ILEC MSAG	Frontier	Rose Soto, 401 Merritt 7, Norwalk, CT 06851 Barclay Hall, barclay.e.hall@ftr.com	(203) 614-5190 (260) 461-2445
CLEC MSAG	AT&T Local (TCG and Teleport) (Fixed VoIP Business)	3100 Cumberland Blvd, Suite 700. Atlanta, GA 30339	(770) 240-8773
CLEC VPC UI	Call One (United Communications System dba Call One)	Katie Wilson, 225 W. Wacker Drive, 8th Floor, Chicago, IL 60606	(312) 681-8300
CLEC Comtech TCS and West VPC	Comcast Corporate using Level 3 Transport	One Comcast Center, Philadelphia PA 19103	(215) 286-7347
CLEC, VoIP and Wireless Transport	Level 3 Communications, LLC	Ernst & Young, 18006 Skypark Circle, Suite 106, Irvine CA 92615	(949) 838-3300
<b>Wireless</b>			
Wireless Comtech TCS MPC	AT&T Mobility w Text	Lawson Dripps; 8089 South Ave., Boardman, Ohio 44512	(513) 657-6270
Wireless Comtech TCS MPC	Intelliquent (Onvoy Spectrum) w Text using Level 3; Live 3-4Q '17 or early '18	1725 Walnut Street, Suite B, Boulder, CO, 80302	(303) 997-2308
Wireless West MPC Ericsson Prof Svcs	Sprint PCS w Text- (SIP using Level 3 SS7 Transport ) UI	6200 Sprint Pkwy. Overland Park, KS 66251	(913) 624-6000
Wireless Comtech TCS MPC	T-Mobile w Text (SIP using Level 3 Transport - Level 3 SS7 Transport ) UI	Document Processor, Illinois Corp Service Co 801 Adlai Stevenson Dr, Springfield, IL 62703-4261	(217) 544-5900
Wireless West MPC	US Cellular w Text	8410 W. Bryn Mawr, Suite 700, Chicago, IL 60631-3486	(773) 399-8900
Wireless West MPC	Verizon w Text (using ICN Transport)	Kip Skeels (TCS) 2401 Elliott Ave, Suite 200, Seattle, WA 98121 Patrick McHale; 1120 Sanctuary Parkway, Suite 150 GASA5E911 Alpharetta, GA 30004	(206) 792-2842 (770) 797-1226
<b>MPC/VPC e2 Links</b>			
VPC	Bandwidth	3100 Cumberland Blvd, Suite 700. Atlanta, GA 30339	(770) 240-8773
MPC/VPC	Comtech TCS	2401 Elliott Avenue, 2 <sup>nd</sup> Floor, Seattle, Washington 98121	(206) 792-2473
MPC/VPC	West	Sean Smith, Technical Project Manager ssmith2@west.com	(720) 494-5814
<b>Text Control Center</b>			
TCC	Comtech TCS	Eddie Lemaire; 2401 Elliott Avenue, 2 <sup>nd</sup> Floor, Seattle, Washington 98121	(206) 792-2031

## ATTACHMENTS

**Ordinance** - The local ordinance which created an ETSB prior to January 1, 2016.

**Contracts** - The contract for a new 9-1-1 system provider or for NG 9-1-1 service.

### **Intergovernmental Agreement**

**Back-up PSAP Agreement** - The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

**Network Diagram** - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.

AN ORDINANCE CREATING THE EMERGENCY TELEPHONE SYSTEM BOARD OF  
WHITESIDE COUNTY, ILLINOIS

WHEREAS, the provisions of Chapter 134, Section 45.4, Illinois Revised Statutes, as amended by P.A. 85-978, require that the corporate authorities of any county which imposes a surcharge under the provisions of Chapter 134, Section 45.3, Illinois Revised Statutes, to establish an Emergency Telephone System Board, and

WHEREAS, the County of Whiteside has imposed such a surcharge,

BE IT ORDAINED BY THE COUNTY BOARD OF WHITESIDE COUNTY, ILLINOIS, IN OPEN MEETING THIS 17th DAY OF JANUARY, 1989, as follows:

Section 1. That the Emergency Telephone System Board of Whiteside County, Illinois be and hereby is established.

Section 2. That the Emergency Telephone System Board of Whiteside County, Illinois, shall consist of nine (9) members, appointed on the basis of their experience and ability. The members of the Emergency Telephone System Board of Whiteside County, Illinois, shall serve without compensation, but shall be reimbursed for actual and necessary expenses.

Section 3. That the nine (9) members of the Emergency Telephone System Board shall be appointed by the Chairman of the Whiteside County Board with the advice and consent of the Whiteside County Board. The members shall be representatives of the following agencies and bodies:

- one (1) from the Whiteside County Sheriff's Department
- one (1) from a participating police agency
- one (1) from the Whiteside County Board
- one (1) from the public at large
- two (2) from participating ambulance services
- three (3) from participating fire services

The Chairman of the Whiteside County Board shall designate one of the appointees to serve as chairman of the Emergency Telephone System Board.

Section 4. The powers and duties of the Emergency Telephone System Board of Whiteside County, Illinois, shall be as follows:

1. Planning a 911 system for Whiteside County, Illinois.
2. Coordinating and supervising the implementation, upgrading, or maintenance of the system, including the establishment of equipment specifications and coding systems.
3. Receiving monies from the surcharge imposed under Chapter 134, Section 45.3, Illinois Revised Statutes, and from any other source, for deposit into the Emergency Telephone System Fund.
4. Authorizing all disbursements from such fund, by means of resolutions adopted by a majority of all the members of the Emergency Telephone System Board, for purposes authorized by law.
5. Hiring, on a temporary basis, any staff necessary for the implementation or upgrade of the system, and providing for the compensation of such staff.

6. To adopt rules providing for its procedures, organization, and officers (except for the position of chairman); provided that the County Treasurer of Whiteside County shall be the treasurer of the Emergency Telephone System Board.

7. To do all things related to the purposes for which it was created not prohibited by law or the balance of this ordinance.

Section 5. The terms of office for all persons initially appointed to the Emergency Telephone System Board shall be as follows: three (3) members of one (1) year; three (3) members for two (2) years; and three (3) members for three (3) years. All succeeding terms shall be for terms of three (3) years. There shall be no limit to the number of terms a member may serve.

Section 6. A vacancy on the Emergency Telephone System Board of Whiteside County, Illinois may be occasioned by the resignation, death, non-residency within Whiteside County, physical or mental incapacity, or continual refusal to attend scheduled meetings of or by a member. The appointing authority shall have the power to determine the existence of a vacancy. All vacancies shall be filled within sixty (60) days from the date the appointing authority determines a vacancy to exist. Any vacancy shall be filled for the balance of the unexpired term.

Section 7. There shall be an annual meeting of the Emergency Telephone System Board in the month of March of each calendar year. The original Emergency Telephone System Board, and such successor Emergency Telephone System Board, shall

conduct its organizational activities at such meeting. Other regular and special meetings shall be held and convened as the Emergency Telephone System Board may provide in its rules. The Chairman of the County Board of Whiteside County has the authority to call the Emergency Telephone System Board into services by giving such member thereof telephone notice at least 24 hours in advance of the time the meeting is to begin. The regular meeting place of the Emergency Telephone System Board shall be the Whiteside County Law Enforcement Center, Morrison, Illinois, but the Emergency Telephone System Board may schedule meetings at other accessible locations in Whiteside County, Illinois.

Section 8. This ordinance shall become effective immediately upon its adoption, and appointments to the Emergency Telephone System Board shall be made within thirty (30) days of this date.

DONE IN OPEN MEETING THIS 17th DAY OF JANUARY, 1989.

THE COUNTY BOARD OF WHITESIDE  
COUNTY, ILLINOIS

BY Don Frary  
Don Frary, Chairman

Attest:

Don Frary  
County Clerk

## 9-1-1 SERVICES AGREEMENT

This 9-1-1 Services Agreement ("Agreement") is made by and between **NG-911, Inc.**, an Iowa corporation with its principal offices located at 815 South Highland, Williamsburg, Iowa 52361 ("**NG-911**"), and the Whiteside County, Illinois, Emergency Telephone System Board ("**County**" or "**ETSB**"), with its offices at Morrison, Illinois (NG-911 and ETSB each a "**Party**" and collectively, the "**Parties**").

### RECITALS

WHEREAS, ETSB is part of a group of ten (10) Emergency Telephone System Boards ("**ETSBs**") known as the Northern Illinois Next Generation Alliance ("**NINGA**"); and

WHEREAS, during August of 2015, NINGA issued a Request for Proposals for a System Integrator for a Next Generation 9-1-1 Host/Remote System (the "**RFP**"), a copy of which, with the responses of NG-911, is attached hereto as Exhibit A and incorporated herein by reference as though fully set forth; and

WHEREAS, NG-911 responded to the RFP and was selected by the members of NINGA as the System Integrator; and

WHEREAS, the members of NINGA have each agreed to contract with NG-911 individually, but with contracts with substantially identical terms (except for pricing), to provide the services contemplated by the RFP; and

WHEREAS, NG-911, Inc. is certificated as a 9-1-1 System Provider ("**SSP**") in Illinois pursuant to the order issued by the Illinois Commerce Commission ("**ICC**") in Docket No. 12-0093, and desires to provide the services contemplated by the RFP; and

WHEREAS, the Parties desire to set forth their agreements with respect to the provision of a Next Generation 9-1-1 Host/Remote System for ETSB by NG-911,

NOW THEREFORE, in consideration of the premises and payments, promises and mutual covenants set forth herein, the receipt and sufficiency of such consideration being hereby acknowledged, the Parties agree as follows:

1. The Project. NG-911 is the System Integrator as defined in the RFP and will design, purchase and implement a complete turn-key hosted Next Generation 9-1-1 system for ETSB, including customer premise equipment (CPE), emergency services Internet protocol network (ESInet) and geographic information system (GIS) as described in the RFP.
2. Scope of Work. NG-911 agrees to perform the work described in the RFP.
  - a. NG-911 will furnish all tools, equipment, materials, supplies, labor, supervision,

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transportation, and other accessories, and services required for the performance of its duties and obligations specified in this Agreement and will execute and complete all specified work with due diligence, in accordance with good technical practice and industry standards.

- b. As the System Integrator, NG-911 will be responsible for all aspects of Database Management, GIS Data and Maintenance, and provisioning the Network, as described in the RFP. [REDACTED]

- c. Initial ALI Database Load. [REDACTED] Thereafter, the telephone companies will submit to NG-911 and NG-911 shall directly administer and have responsibility for, Service Order Updates and Error Resolutions. ETSB will cooperate with NG-911 to correct errors by working with NG-911 to update the MSAG or work with the telephone companies to resolve errors and successfully load ALI records into the ALI database.

GIS Data and Maintenance. NG-911 will utilize a format for GIS data consistent with NENA standards, as required by the RFP. If format changes based on updated technology, NENA standards or system requirements require an alternate format, the ETSB agrees to accept the format and make changes to the ETSB's GIS system and data to make the system operational. [REDACTED]

- e. Network. As the 9-1-1 Service Provider which is subject to State and Federal regulatory compliance, NG-911 will have the sole responsibility and authority for the design and deployment of the network, including but not limited to IP assignment, hardware selection and deployment, monitoring, access to the network, remote access to the network, connections to the network, bandwidth requirements, system diagrams, methods and procedures, testing requirements. NG-911 will work cooperatively with NG-911's network sub-contractors and NINGA to produce the network design, seeking input from all parties. NG-911 will make the final decision on design issues considering all parties. The ETSB agrees to cooperate with NG-911 and make such connections as NG-911 shall direct for the network.

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- f. Project Management and Regulatory Support. Project Management will be provided by NG-911 in accordance with the RFP. NG-911 will provide regulatory support for the ETSB's State's Attorney or other counsel of ETSB's choice, to navigate the Illinois regulatory process for plan modification approvals, including approval of the change to NG-911 as the System Service Provider. Before any application is filed, NG-911 will engage in discussions with ICC and ISP Staff to ensure that all regulatory concerns have been addressed. ETSB will be required to file an application for approval of an amended plan, either before the ICC or the ISP, or both. The application will be docketed as a separate proceeding (and may be consolidated with other applications). The application will include the proposed amended plan and narrative, network diagrams, test plans and numerous other documents required by Illinois Administrative Regulations. ETSB will file prefiled direct testimony in support of the application, respond to Data Requests from Staff and Intervenors, and file rebuttal testimony and surrebuttal testimony. The ISP and/or the ICC may (and probably will) hold hearings and require submission of proposed findings of fact and conclusions of law and/or legal briefs. It is likely that Access Carriers and other third Parties will intervene, which will require additional attention.

NG-911's counsel cannot represent ETSB, but due to the common interests of the Parties, will assist the ETSB's State's Attorney or other counsel of the ETSB's choice in preparing all filings. NG-911 will assist by providing suggested forms of all pleadings, including applications, schedules and exhibits, suggested testimony, rebuttal testimony, surrebuttal testimony; by providing suggested responses to Data Requests and any other questions from ISP or ICC Staff; by conducting telephone conferences with ETSB's attorney or State's Attorney, and by providing such other assistance as ETSB, its attorney or State's Attorney may reasonably request. In addition, NG-911 will intervene and file testimony in support of the application for approval of the amended plans and file rebuttal testimony, as needed.

- g. Training. NG-911 will provide training as set forth in its RFP response within the ETSB's facility or in a location acceptable to the ETSB.

### 3. Service Level Agreement.

- a. NG-911 shall provide support 24 hours, 7 days a week, 365 days per year. Twenty-four hour technical and maintenance support shall be available with a response time as set forth below. The Parties acknowledge that a "response" to a Critical or Major service unavailability shall include the remote response of an NG-911 technician.
- **Critical:** System failures that render the system completely unusable or significantly reduce system operability, and are considered to be operationally unacceptable by the ETSB.
  - **Major** – System failures that indicate a severe, service affecting condition has occurred and that immediate corrective action is imperative, regardless of the time



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regulatory approval of an amended 9-1-1 Plan to delete reference to NG-911 as the SSP and, unless the termination is due to an alleged breach of this Agreement by NG-911, Inc., to hold NG-911 harmless from any costs associated therewith.

6. Payments. The ETSB shall pay to NG-911, the sums set forth and on the dates set forth in the Payment Schedule attached hereto as Exhibit B and incorporated herein by reference as though fully set forth.

a. Start Up Cost. The Parties agree that upon payment of the Start Up Cost [REDACTED] NG-911 will commence work. In the event less than all ten (10) of the NINGA Members have [REDACTED] by September 1, 2016, this Agreement will continue in force and effect, except that

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

b. Recurring Monthly Charges. The Parties acknowledge that pursuant to 50 ILCS 750/10, the Illinois Department of State Police ("ISP") is administering the payment of certain 9-1-1 costs described in the statute, and as further developed by the Illinois Administrative Code. NG-911 agrees to submit for payment by the ISP, those sums denominated as such on Exhibit B and to make a good faith effort to obtain payment of those costs from the ISP. However, the ETSB acknowledges that in the event for any reason the ISP cannot or will not pay the amounts submitted to it by NG-911 for payment, upon notice by NG-911, the ETSB will pay the costs. In the event NG-911 subsequently receives payment from the ISP for expenses paid by the ETSB, NG-911 will refund or credit the payment to the ETSB.

7. Participant Fee. Should any ETSB within the State of Illinois elect to not issue an RFP and instead, contract with NG-911 upon terms and pricing acceptable to NG-911, utilizing the same contract with the same terms as the contract between NG-911 and the ten (10) original NINGA members (except for Exhibit B, Pricing, which will vary by customer), NG-911 agrees to collect a one-time fee of \$ [REDACTED] as a [REDACTED] to compensate the original ten (10) ETSBs for their labor and expenses. After the Participant remits the [REDACTED], NG-911 will provide a one-time credit of \$ [REDACTED] to each of the original ten (10) NINGA members' monthly bills. The foregoing shall not apply to any ETSBs that are current customers of NG-911 or that have been identified by NG-911 as its potential customers before September 1, 2016.

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8. Disclosure of Information. The terms of this Agreement, as well as information designated as confidential or proprietary by NG-911 ("Confidential Information"), will be held in confidence by the ETSB to the fullest extent allowed by law and will not be disclosed to or discussed with third parties, including without limitation, NG-911's competitors. If the ETSB is required to provide Confidential Information to any court or government agency or any other third party pursuant to written court order, subpoena, regulation or process of law, including without limitation, a request under the Freedom of Information Act, the ETSB will immediately inform NG-911 so as to allow NG-911 the opportunity to contest the disclosure or take other measures to protect its interests, as NG-911 deems appropriate. In all cases, the ETSB's only obligations are to notify NG-911 and cooperate with NG-911, at NG-911's cost, to appropriately protect against or limit the scope of such disclosure. ETSB will limit disclosure of information to those with a "need to know" such information; and, except as provided above, will not disclose information clearly designated as proprietary by NG-911 to third parties without the consent of NG-911. The parties acknowledge that the Freedom of Information Act may be applicable to any and all documents in this Agreement, and that the ETSB may be obligated to provide responses to a valid FOIA request.
9. Representations, Warranties and Covenants of NG-911. NG-911 represents, warrants and covenants:
- a. That NG-911 is entering into this Agreement on its own behalf and not on behalf of any undisclosed person, firm or corporation.
  - b. That the officer signing this Agreement on behalf of NG-911 has corporate authority to execute this Agreement.
  - c. That NG-911 is a duly organized corporation, validly existing and in good standing under the laws of the state of Iowa and is duly qualified to conduct business in the state of Illinois and has the power to own or lease its properties and to carry on the business described in the NINGA Project.
  - d. That NG-911 has duly approved the execution of this Agreement by all necessary actions; that this Agreement has been duly and validly executed and delivered by NG-911; and that this Agreement constitutes a valid and binding obligation of NG-911, enforceable against it according to its terms, subject to bankruptcy, insolvency, fraudulent conveyance, reorganization, moratorium and similar laws affecting the enforceability of contractual obligations and creditor's rights generally and by the application of equitable principles by courts of competent jurisdiction, sitting at law or in equity.
  - e. That the execution and delivery of this Agreement by NG-911 and its performance of the obligations hereunder, do not a) conflict with or result in any breach of any provision of the formation or charter documents of NG-911; b) except for any required approvals of the Illinois Commerce Commission ("ICC") or the Illinois Department

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of State Police ("ISP"), require any consent, approval, authorization or permit of, or filing with or notification to, any governmental authority, except where the failure to obtain such consent, approval, authorization or permit, or to make such filing or notification, would not have a material adverse effect on NG-911 or materially adversely affect the ability of NG-911 to consummate the transactions contemplated by this Agreement; c) except as would not, individually or in the aggregate, have a material effect on NG-911, conflict with or result in a breach or violation of, or constitute a default under, or result in (or create in any party the right to cause) the acceleration of any performance of NG-911 under, (i) any judgment or law to which it is subject or bound (subject to any consents, approvals, authorizations, permits, filings or notifications required under b) above), or (ii) any mortgage, bond, indenture, agreement, contract, license or other instrument or obligations to which NG-911 is subject or bound.

- f. **Non-Discrimination/Equal Employment Opportunity.** NG-911 shall comply with Illinois laws regarding non-discrimination and equal employment opportunity and in accordance with the provisions of 775 ILCS 5/2-105, NG-911 shall:
- i. Refrain from unlawful discrimination and discrimination based on citizenship status in employment and undertake affirmative action to assure equality of employment opportunity and eliminate the effects of past discrimination;
  - ii. Comply with the procedures and requirements of the Department's regulations concerning equal employment opportunities and affirmative action;
  - iii. Provide such information, with respect to its employees and applicants for employment, and assistance as the Department may reasonably request;
  - iv. Have written sexual harassment policies that shall include, at a minimum, the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under State law; (iii) a description of sexual harassment, utilizing examples; (iv) the vendor's internal complaint process including penalties; (v) the legal recourse, investigative and complaint process available through the Department and the Commission; (vi) directions on how to contact the Department and Commission; and (vii) protection against retaliation as provided by Section 6-101 of this Act. A copy of the policies shall be provided to the Department upon request.
- g. All people representing/contracting that will be present in the communications centers with LEADS/NCIC will have to meet the security guidelines as required by the agency, LEADS, and NCIC. This will involve fingerprinting and receipt of a State Identification Number (SID) from the State of Illinois.

10. **Representations, Warranties and Covenants of the ETSB.** The ETSB represents, warrants and covenants:

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- a. That the ETSB has the requisite power and authority to approve, authorize, execute and deliver this Agreement.
- b. That the ETSB is a duly appointed and approved county governmental entity, duly organized, validly existing and in good standing under the laws of the state of Illinois and is duly qualified to conduct its business and purchase the services contemplated by this Agreement.
- c. That the ETSB has duly approved the execution of this Agreement by all necessary actions; that this Agreement has been duly and validly executed and delivered by the ETSB; and that this Agreement constitutes a valid and binding obligation of the ETSB, enforceable against it according to its terms, subject to bankruptcy, insolvency, fraudulent conveyance, reorganization, moratorium and similar laws affecting the enforceability of contractual obligations and creditor's rights generally and by the application of equitable principles by courts of competent jurisdiction, sitting at law or in equity.
- d. That there is no action, suit, claim, governmental investigation, arbitration or other proceeding pending, or, to the actual knowledge of the ETSB's officers, threatened against the ETSB or any of its officers or directors which, if adversely determined, would have a material effect upon the ETSB's ability to perform its obligations under this Agreement.

11. Regulatory Approval. The Parties acknowledge that this Agreement and NG-911's authority to act as SSP for the ETSB, are subject to the approval and continuing jurisdiction of the ICC and/or the ISP. NG-911 will request approval to act as the SSP as part of the application for approval of the modified 9-1-1 Plan. In the event approval is not granted, the Parties will negotiate in good faith for a resolution.

12. Breach, Notice and Cure. The Parties acknowledge that neither has previously contracted for hosted 9-1-1 services and that there may be issues which arise that were not anticipated by either party. Therefore, the Parties covenant and agree to attempt to resolve by good faith negotiation, any issues which may arise during the term of this agreement.

Following good faith negotiations, in the event of a breach, the non-breaching party shall notify the breaching party of the specific acts or omissions constituting the breach. The breaching party shall have thirty (30) days from the receipt of this notice to cure the breach (except that payment breaches shall be cured within ten (10) days) and if the breach is cured within said thirty (30) day period (or ten (10) days for a payment breach), the breach will be deemed to have not occurred; provided, that if the breach is of a type which cannot be cured within thirty (30) days, the breaching party shall be allowed the opportunity to commence and pursue to completion, good-faith efforts to cure the breach within a reasonable time. If the breaching party fails to cure the breach within thirty (30) days or, if the breach is of a type which cannot be cured within thirty (30) days and the breaching party has not commenced or is not pursuing good-faith efforts to cure the breach within a reasonable time, this Agreement

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may be terminated by the non-breaching party.

13. Limitation of Liability and Indemnity.

- a. All provisions of NG-911's Non-Competitive 9-1-1 System Provider Tariff presently in effect and hereafter filed with the Chief Clerk of the Illinois Commerce Commission releasing or limiting NG-911 from liability of any type to any person or party, are incorporated herein by reference as though fully set forth.
- b. Nothing in this Agreement shall limit or restrict either party from pursuing, through civil litigation or other appropriate means, any actual damages arising out of this Agreement.
- c. NG-911 shall indemnify, defend and hold harmless the ETSB and its officers and directors from and against any and all loss and expense incurred by the ETSB to third parties arising from or in connection with (or alleged to arise from or in connection with): (a) any failure by NG-911 to perform its obligations under this Agreement; or (b) the negligence or willful misconduct of NG-911 or any of its officers, directors, employees, agents or representatives in connection with this Agreement. The ETSB shall promptly notify NG-911 of the assertion of any claim against it for which it is entitled to be indemnified hereunder, and NG-911 shall have the right to assume the defense of the claim in any legal proceeding and to approve any settlement of the claim, which approval shall not be unreasonably withheld. These indemnification provisions are for the protection of the ETSB only and shall not establish any liability to third parties. The provisions of this Section shall survive termination of this Agreement.
- d. The ETSB shall indemnify, defend and hold harmless NG-911, and its officers and directors, from and against any and all losses and expenses incurred by NG-911 to third parties arising from or in connection with (or alleged to arise from or in connection with): (a) any failure by the ETSB to perform its obligations under this Agreement; or (b) the negligence or willful misconduct of the ETSB or any of its officers, directors, employees, agents or representatives in connection with this Agreement. NG-911 shall promptly notify the ETSB of the assertion of any claim against it for which it is entitled to be indemnified hereunder, and the ETSB shall have the right to assume the defense of the claim in any legal proceeding and to approve any settlement of the claim, which approval shall not be unreasonably withheld. These indemnification provisions are for the protection of NG-911 only and shall not establish any liability to third parties. The provisions of this Section shall survive termination of this Agreement.

14. Relationship of Parties. The relationship of the parties hereunder shall be that of independent contractors. Neither party is intended to have, and neither of them shall represent to any other person that it has, any power, right or authority to bind the other or to assume or create any obligation or responsibility, expressed or implied, on behalf of the other, except as expressly

## 9-1-1 Services Agreement

required by this Agreement or as otherwise permitted in writing. Nothing in this Agreement shall be construed to create between the Parties any partnership, joint venture, employment relationship, franchise or agency.

15. Governing Law and Venue. This Agreement shall be governed by and construed and interpreted in accordance with the laws of the State of Illinois applicable to agreements made and to be performed entirely within such state, including all matters of enforcement, validity and performance. Venue shall lie in the State or Federal courts in Illinois.
16. Recitals. The Recitals set forth on the first page of this Agreement are incorporated herein by reference as though fully set forth.
17. Severability. If any provision of this Agreement shall be held invalid, illegal or unenforceable, the validity, legality or enforceability of the other provisions of this Agreement shall not be affected thereby, and there shall be deemed substituted for the provision at issue a valid, legal and enforceable provision as similar as possible to the provision at issue.
18. Construction of Agreement. The Parties hereto have participated jointly in the negotiation and drafting of this Agreement. In the event an ambiguity or question of intent or interpretation arises, this Agreement shall be construed as if drafted jointly by the Parties hereto, and no presumption or burden of proof shall arise favoring or disfavoring any Party by virtue of the authorship of any of the provisions of this Agreement. Whenever required by the context, any pronoun used in this Agreement shall include the corresponding masculine, feminine, or neuter forms, and the singular form of nouns, pronouns, and verbs shall include the plural and vice versa. The use of the word "including" in this Agreement shall be by way of example rather than by limitation. The use of the words "or," "either," and "any" shall not be exclusive. Any specific provisions of this Agreement shall be deemed to supersede any provisions in the RFP on the same subject and this Agreement and the RFP shall be construed harmoniously, if possible, to give effect to the intent of the Parties.
19. Notices. Any notice required or permitted to be given hereunder shall be in writing shall be: (i) personally delivered; and/or (ii) transmitted by postage pre-paid first class certified United States mail return receipt requested; and/or (iii) transmitted by pre-paid, overnight courier (e.g. FedEx, DHL, UPS, etc.); and/or (iv) transmitted by facsimile (fax); and/or (v) transmitted by e-mail. All notices and other communications shall be deemed to have been duly given, received and effective on the date of actual receipt. Either Party may unilaterally change its address for purposes hereof by notice given to the other Party. Notices hereunder shall be directed to the Parties and their designated agents at the following addresses:

NG-911:        NG-911, Inc.  
                   Attn: Michael Ramsey, CEO  
                   815 S. Highland  
                   Williamsburg, IA 52361  
                   Fax: (319) 668-9369  
                   Email: mramsey@ng-911inc.com

With a copy to :

Richard W. Hird  
Petefish, Immel, Heeb & Hird, LLP  
P.O. Box 485 842 Louisiana Street  
Lawrence, KS 66044  
Fax: 785-843-0407  
Email: rhird@petefishlaw.com

ETSB: Whiteside County Emergency Telephone System Board  
Attn: John Booker, Chairman  
400 N. Cherry  
Morrison, IL 61270  
Fax: 815-772-7944  
Email: jbooker@whiteside.org

With a copy to:

Whiteside County ETSB  
Attn: Karl Kovarik, 911 Coordinator  
200 E Knox  
Morrison, IL 61270  
Fax: 815-772-7944  
Email: kkovarik@whiteside.org

20. Further Assurances. The Parties hereby agree to execute, acknowledge and deliver to each other any further writings, documents, transfers, acknowledgements, instruments, powers of attorney, authorizations, filings, applications, reports, etc. that may be reasonably required to give full force and effect to the provisions of this Agreement, and to take such further actions reasonably required in fulfillment of obligations set forth herein or in furtherance of the intent hereof.
21. Amendment. This Agreement may not be modified or amended, except by an instrument in writing signed by the party against whom enforcement of any such modification or amendment is sought. Either party hereto may waive compliance by the other party with any term or provision of this Agreement on the part of the other party to be performed or complied with. The waiver by a party hereto of a breach of any term or provision of this Agreement shall not be construed as a waiver of any subsequent breach.
22. Force Majeure. No delay in, or failure of, performance by either party under this Agreement, except and excluding payments hereunder, will constitute default hereunder or give rise to any claim for damages if and to the extent caused by Force Majeure. Force Majeure shall mean acts of God, strikes, lock-outs or other such industrial disturbances, acts of the public enemy, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, tornadoes, storms, floods, high water, washouts, civil disturbances, explosions, breakage or accidents in and to equipment and machinery, and all other causes, whether of the kind herein enumerated

9-1-1 Services Agreement

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or otherwise, not reasonably within the control of the party claiming suspension due to Force Majeure.

23. Binding Agreement. The provisions of this Agreement shall be binding upon, and inure to the benefit of, the Parties hereto and their respective successors and assigns.
24. Counterparts. This Agreement may be executed in counterparts, all of which together shall constitute one Agreement binding on the Parties hereto, notwithstanding that both of the Parties have not signed the same counterpart. Counterpart signatures may be exchanged by pdf file, fax or other electronic communication and shall be considered to be binding originals.
25. Entire Agreement. This Agreement, including agreements incorporated herein, and the schedules and exhibits hereto, contain the entire agreement between the Parties with respect to the subject matter hereof and there are no agreements, understandings, representations or warranties between the Parties other than those set forth or referred to herein.

(The remainder of this page intentionally left blank; signature pages follow.)

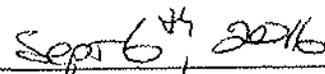
9-1-1 Services Agreement

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IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date(s) set forth below.

NG-911, INC.

  
By: Michael Ramsey, President and CEO

  
Date Signed

\_\_\_\_\_ COUNTY  
EMERGENCY TELEPHONE SYSTEM BOARD

  
By: John Booker  
Title: Whiteside County ETSB, Chairman

  
Date Signed

EXHIBIT A

REQUEST FOR PROPOSAL  
WITH NG-911, INC. RESPONSES

EXHIBIT B

PAYMENT SCHEDULE

Entire Exhibit Redacted

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Albany Ambulance, 409 South Church Street, Albany, IL 61230 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to (309)887-4451, AFPD non-emergency number at station.

*Brooke Posateri 309-235-0385*

**Other:** *Shelly Litherland (309)830-6556*, Leo Geerts cell (309)236-6763 or hm (309)887-5183  
Janet Price cell (779)245-3538 or hm (309)887-4755, Wayne Geerts cell (309)507-3915

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: *Karl J. Kovarik*  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Albany Ambulance

By: *Janet E. Price*  
Title: *Trustee*

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Albany Fire Department, 409 South Church Street, Albany, IL 61230** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to (309)887-4451, AFD non-emergency number at station.

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

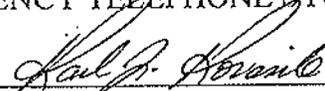
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

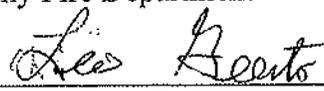
All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Albany Fire Department

By:   
Title: Chief AFD

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Albany Police Department, 102 S Main Street, Albany, IL 61230 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 154.740 MHz.

**Secondary:** Telephone transfer to (309)887-4370

**Other:** Direct dispatch via pager on radio frequency 154.190 MHz.

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Albany Police Department

By: Wya Am. Higuan  
Title:

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: CGH Ambulance, 100 East LeFevre, Sterling, IL 61081 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch ~~of officers via primary~~ <sup>VIA VOICE & PAGER ON <sup>AN</sup></sup> radio frequency 155.220 MHz.

**Secondary:** Direct dispatch via voice & pager on radio frequency 154.190 MHz

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
CGH Ambulance

By: Ryan Venema  
RYAN VENEMA  
Title: DIRECTOR OF PREHOSPITAL

CARE

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Erie Ambulance, 807 9th Av, Erie, IL 61250 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via pager on radio frequency 154.190 MHz

**Secondary:**

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Erie Ambulance

By: Scott Smith  
Title: Ambulance Director

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Erie Fire Department, 807 9th Av, P.O. Box 696 Erie, IL 61250 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to (309)659-2345.

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: \_\_\_\_\_

Karl J. Kovarik

Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Erie Fire Department

By: \_\_\_\_\_

Title: Chief

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Erie Police Department, 740 Main St, P.O. Box 710 Erie, IL 61250** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 154.740 MHz.

**Secondary:** Telephone transfer to Erie Police Department (309)659-7792.

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

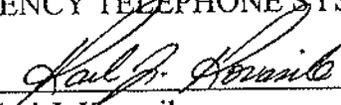
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

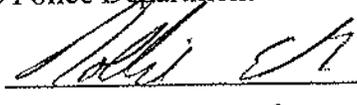
All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Erie Police Department

By:   
Title: Chief of Police

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: December 6, 2018

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Fulton Ambulance, 1802 16th Av, P.O. Box 343 Fulton, IL 61252** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of personnel via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to (815)589-3030 via "speed dialing" through public switched telephone network

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: \_\_\_\_\_

Karl J. Kovarik

Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Fulton Ambulance

By: \_\_\_\_\_

Lisa Schaver

Title: EMS Coordinator

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: December 4, 2015

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the **Fulton Fire Department, 1802 16th Av, P.O. Box 343, Fulton, IL**, for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to (815)589-3030 via "speed dialing" through public switched telephone network

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

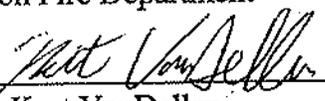
Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

**PARTICIPATING AGENCY**

Fulton Fire Department

By:   
Kurt VanDellen  
Title: Chief

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Fulton Police Department, 415 11th Avenue, Fulton, IL 61252** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 154.740 MHz.

**Secondary:** Telephone transfer to (815)589-3617.

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

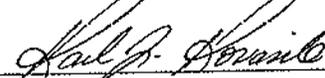
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

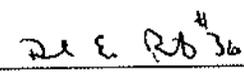
All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Fulton Police Department

By:   
Title: CHIEF POLICE

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Illinois State Police – District 1, Attn: Communications Services Bureau, 801 S. 7th St, Suite 300-A Springfield, IL 62703 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Telephone transfer to (815)632-4000 ✓

**Secondary:** Point-to-point voice transmission to Illinois State Police District 1 via Radio frequency 154.370 MHz

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Illinois State Police

By: Lt. Michelle Tufenkjian 4764 12/13/19  
Title: Bureau Chief

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Illinois State Police – District 7, Attn: Communications Services Bureau, 801 S. 7th St, Suite 300-A Springfield, IL 62703 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Telephone transfer to (309)752-4911 ✓

**Secondary:** Telephone transfer to (309)752-4912 ✓

**Other:** Telephone transfer to (309)752-4913 ✓

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Illinois State Police

By: Lt. Michelle Tufenkjian 12/13/19  
Lt. Michelle Tufenkjian  
Title: Bureau Chief

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Lyndon Police Department, 605 W Commercial, P. O. Box 217 Lyndon, IL 61261** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 154.740 MHz.

**Secondary:** Telephone transfer to Illinois State Police (815)632-4000.

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Lyndon Police Department

By: Michael J. [Signature]  
Title: Chief

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Lyndon Fire Department, 401 First Avenue, Lyndon, IL 61261 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to Gerald Armstrong (815)590-0237 or Thad Bramm (309)236-0173

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: \_\_\_\_\_

*Karl J. Kovarik*  
Karl J. Kovarik

Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Lyndon Fire Department

By: \_\_\_\_\_

*Ass Chief*  
Title: Ass Chief

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Morrison Community Hospital District Ambulance, 303 North Jackson Street, Morrison, IL 61270** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch/page via primary radio frequency 154.190 MHz.

**Secondary:** Direct dispatch on radio frequency 155.100 MHz

**Other:** MABAS Frequencies Red, White, Blue, Gold, Black, Gray

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Morrison Community Hospital District  
Ambulance

By:   
Title:

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Morrison Fire Department, 206 West Main Street, Morrison, IL 61270** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to (815)772-2218.

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

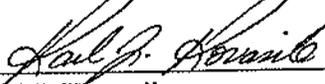
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Morrison Fire Department

By:   
Title: CHIEF MFD

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Morrison Police Department, 200 West Main Street, Morrison, IL 61270 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 154.740 MHz.

**Secondary:** Telephone transfer to (815)772-7657 or (815)772-2088.

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

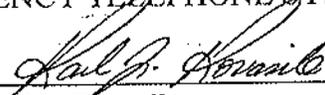
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

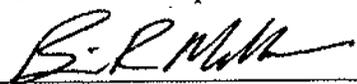
All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Morrison Police Department

By:   
Title: *CHIEF OF POLICE.*

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Prophetstown Ambulance, 104 West Second Street, Prophetstown, IL 61277 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.445 MHz.

**Secondary:** Telephone transfer to Julie Pope (815)632-7806 or Keith Crady (815)499-8031.

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Prophetstown Ambulance

By: Julie A. Pope  
Title: Ambulance Administrator

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Prophetstown Fire Department, 104 West Second Street, Prophetstown, IL 61277** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to Gerald Armstrong (815)590-0237 or Arian Landheer (815)441-0108

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Prophetstown Fire Department

By: Gerald Armstrong  
Title: CHIEF

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Prophetstown Police Department, 339 Washington Street, Prophetstown, IL 61277** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 154.740 MHz.

**Secondary:** Direct dispatch via cellphones: Chief Franks (815)632-0378, Officer Hermes (815)590-7441, Officer Miller (815)718-3422, Officer Spencer (563)249-7674

**Other:** Telephone transfer to (815)537-2386

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

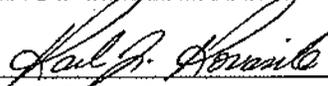
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

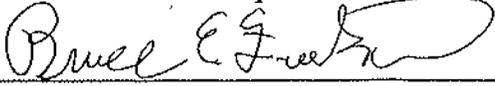
All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Prophetstown Police Department

By:   
Title: CHIEF OF POLICE

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Rock Falls Fire Department, 1013 Seventh Avenue, Rock Falls, IL 61071** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to (815)622-1135

**Other:** Direct dispatch via primary radio frequency 154.190 MHz by WCSO Dispatch Center

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

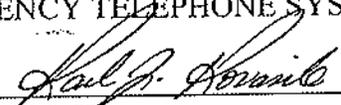
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

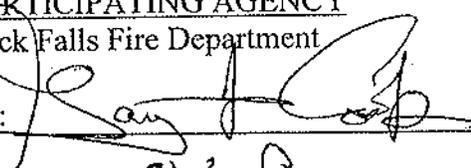
All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Rock Falls Fire Department

By:   
Title: Chief

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Rock Falls Police Department, 1013 Seventh Avenue, Rock Falls, IL 61071** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 154.685 MHz.

**Secondary:** Direct dispatch of officers via primary radio frequency 154.210 MHz

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

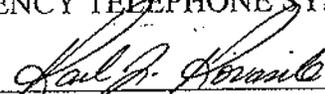
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

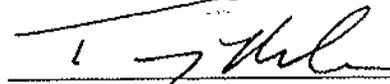
All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Rock Falls Police Department

By:   
Title: *chief*

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Sterling Fire Department, 110 West Fifth Street, Sterling, IL 61081** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to (815)632-6680

**Other:** Direct dispatch via pager on radio frequency 154.190 MHz by WCSO Dispatch Center

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

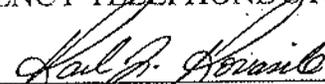
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

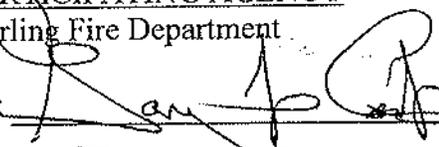
All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Sterling Fire Department

By:   
Title: Chief

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Sterling Police Department, 212 Third Avenue, Sterling, IL 61081** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 155.685 MHz.

**Secondary:** Direct dispatch of officers via primary radio frequency 155.685 MHz. by WCSO Dispatch Center.

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

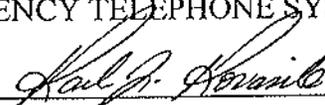
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Sterling Police Department

By:   
Title: Chief of Police

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Tampico Ambulance, P. O. Box 25, Tampico, IL 61283 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to Daytime: (815)438-2082, Mike Straub cell (815)499-0533  
Kathy cell (815)631-8639  
Evenings: Mike Straub cell (815)499-0533  
Kathy cell (815)631-8639

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Tampico Ambulance

By: [Signature]  
Title: Chief

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Tampico Fire Department, P. O. Box 368, Tampico, IL 61283** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch via primary radio frequency 154.190 MHz.

**Secondary:** Telephone transfer to (815)438-2082, (815)438-2023 or (815)632-7892

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

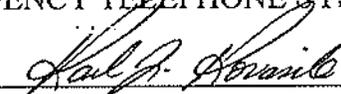
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

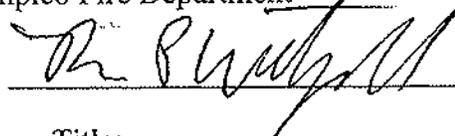
Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Tampico Fire Department

By:   
Title:

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Tampico Police Department, 202 West 2nd, P. O. Box 219 Tampico, IL 61283** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 154.740 MHz.

**Secondary:** Direct dispatch via pager on radio frequency 154.740 MHz

**Other:** Telephone transfer to (815)499-4216

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

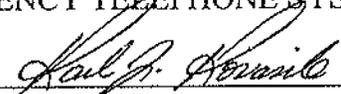
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

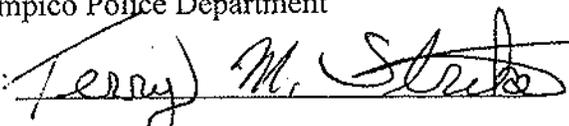
All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Tampico Police Department

By:   
Title: CHIEF

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Whiteside County Sheriff, 400 North Cherry Street, Morrison, IL 61270 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Direct dispatch of officers via primary radio frequency 154.740 MHz.

**Secondary:** Direct dispatch of officers via primary radio frequency 154.740 MHz. by Sterling Dispatch Center

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: \_\_\_\_\_

Karl J. Kovarik

Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Whiteside County Sheriff

By: \_\_\_\_\_

Title: Sheriff

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Bureau County ETSB, 615 Elm Place, Princeton, IL 61356 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Telephone (815)872-1426

**Secondary:** Radio Point-to-Point on 155.370 MHz

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

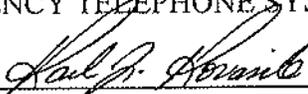
The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Bureau County ETSB

By: Diana Stiles  
Title: \_\_\_\_\_

Digitally signed by Diana Stiles  
DN: cn=Diana Stiles, o=Bureau County ETSB, email=stiles.diana@bureaucountyil.gov, c=US  
Date: 2019.11.26 16:51:01 -0500

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Carroll County ETSB, P. O. Box 198, Mt. Carroll, IL 61053 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Telephone (815)244-2635

**Secondary:** Radio Point-to-Point on 155.370 MHz

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Carroll County ETSB

By: [Signature]  
Title: CHAIRMAN, ETSB

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Henry County ETSB, 311 W. Center Street, Cambridge, IL 61238 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Telephone (309)937-3911

**Secondary:** Radio Point-to-Point on 155.370 MHz

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Kari J. Kovarik  
Kari J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Henry County ETSB

By: Jonk Cremlina  
Title: 911 Director

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Lee County ETSB, 316 S. Hennepin Avenue, Dixon, IL 61021 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Telephone (815)284-6631

**Secondary:** Radio Point-to-Point on 155.370 MHz

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: \_\_\_\_\_

*Karl J. Kovarik*  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Lee County ETSB

By: \_\_\_\_\_

*Shelley Dallas*  
Title: ETSB Director

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: Ogle County ETSB, 202 S. 1st Street, Oregon, IL 61061 for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Telephone (815)732-2136

**Secondary:** Radio Point-to-Point on 155.370 MHz

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik

Karl J. Kovarik

Title: 9-1-1 Coordinator

PARTICIPATING AGENCY

Ogle County ETSB

By: Sammy Burt

Title: 911 Coordinator

11-26-19

**EXHIBITS 8 & 9  
AGREEMENTS**

DATE: November 26, 2019

For Enhanced 9-1-1 Emergency Communications

This agreement is made between the Whiteside County E9-1-1 Emergency Telephone Systems Board, 200 East Knox Street, Morrison, IL, hereafter referred to as ETSB and the: **Rock Island ETSB, 1504 3rd Avenue, Rock Island, IL 61201** for the purpose of effective handling and routing of 9-1-1 emergency calls, from a Public Safety Answering Point (PSAP).

**CALL HANDLING** (Exhibit 8)

The PSAP Center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

**Primary:** Telephone (309)794-~~523~~ 9111

**Secondary:** Radio Point-to-Point on 155.370 MHz

**Other:**

**AID OUTSIDE JURISDICTION BOUNDARY** (Exhibit 9)

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times and places of calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of call and disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board and the ETSB.

Any agreements or changes in agreements and operating policies must be approved by the advisory and policy board and the ETSB.

WHITESIDE COUNTY E9-1-1  
EMERGENCY TELEPHONE SYSTEM BOARD

By: Karl J. Kovarik  
Karl J. Kovarik  
Title: 9-1-1 Coordinator

PARTICIPATING AGENCY  
Rock Island ETSB

By: Capt. Dan Hill  
Title: Captain  
Rock Island Co. S.O.

**AGREEMENT BETWEEN WHITESIDE COUNTY PSAP'S**

February 19, 2020

For 9-1-1 Emergency Communications

This agreement is made between the Whiteside County Sheriff's Office Public Safety Answering Point, hereinafter referred to as "Whiteside PSAP", and the Twin City Communications Center Public Answering Point, hereinafter referred to as "TCCC PSAP" for the purpose of effective handling, routing and dispatching of 9-1-1 Emergency calls. This document is in addition to the ETSB Policies.

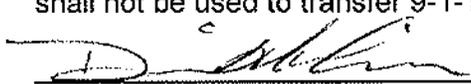
**CALL HANDLING**

When either PSAP receives a call for emergency services, outside their jurisdiction, the PSAP shall ascertain if the call can be routed to the appropriate jurisdiction by use of the designated transfer buttons in order of preference for the given agency. If the PSAP is unavailable, the call taker shall gather information from the caller, and then again ascertain if the call can be transferred. If the call still cannot be transferred, the answering PSAP shall either attempt to contact the other PSAP via 10 digit non-emergency line or send the information via interconnected computer system. If there is no response by the receiving PSAP, the call taking PSAP should check for emergency traffic in progress, set off the alert tones, and announce that there is a Fire/EMS/Law call on the appropriate frequency, provide the location of the call and the information needed to affect a response.

Once an emergency unit is dispatched in response to a request through this process, the answering PSAP will finish handling the call in the same manner they would handle any call. If EMD is needed, EMD shall be given. If the caller is comfortable hanging up, and the call taker needs no further information, the call can be terminated.

**EMERGENCY CALLS ON THE 10 DIGIT LINE WHEN PSAP'S ARE AVAILABLE**

If either PSAP receives an emergency call on the non-emergency 10-digit line, the call should be transferred to the appropriate agency 10-digit dedicated line. The dedicated emergency line shall not be used to transfer 9-1-1 calls.

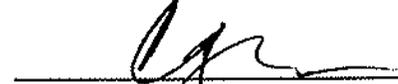


Whiteside County PSAP

By Lt. David Molina

Title Lieutenant - Service Division

Date 02/19/2020



TCCC PSAP

By Claudia Garcia

Title Dispatch Director

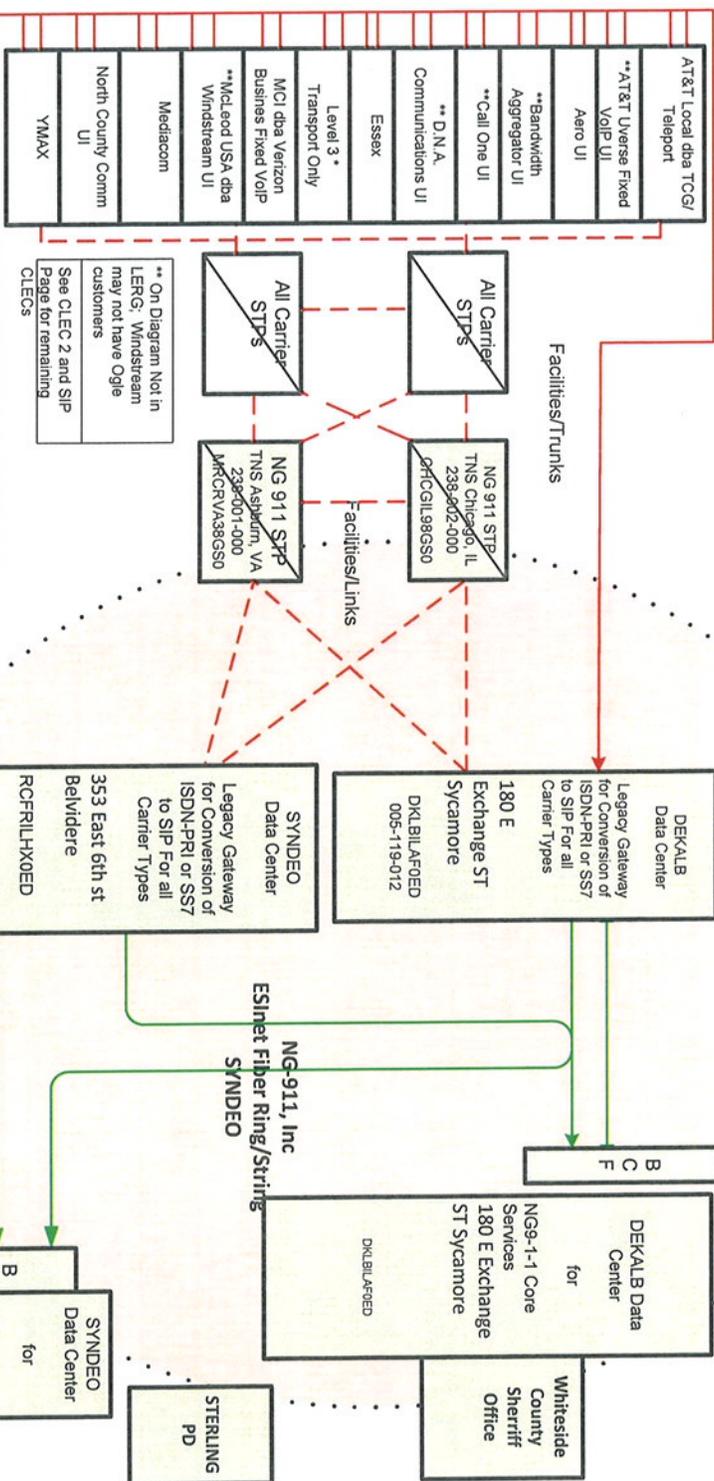
Date 2/19/20

WHITESIDE COUNTY

Whiteside County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP

Carrier Access - Direct SS7 - LATAs: 360, 364

Access Carriers CLECs	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LINGS	Data Centers and NG Core Services - Gateway Security ALL Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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**Carriers w SS7 Reference**

**Color Keys**

- SIP - Green Trunks and Signaling
- ISDN PRI - Blue Trunks same as SS7 path - no links
- SS7 - Red dashed Signaling
- SS7 - Red solid Trunking

**ESInet - Peach**

**CAMA - No SR Paths shown**

**ALL Links - Diverse Databases Data Centers - Database Page Point Codes - End ofcs. Assigned in Test Plans XXX-XXX-XXX**

**ESInet - all Fiber SIP over Ethernet**  
100 meg between Data Centers  
20 meg to each PSAP  
Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.

**Carrier DS1 and above Facilities Copper or Fiber Terminate to POI in each Data Center**

**CLECs sometimes use other Carrier Support for Transport and VPC GIS Database, rather than MSAG via GIS - no Intermediate POI as of Filing**

**Access 9-1-1 and Carrier STPs**

**NG9-1-1 Data Centers and PSAPs**

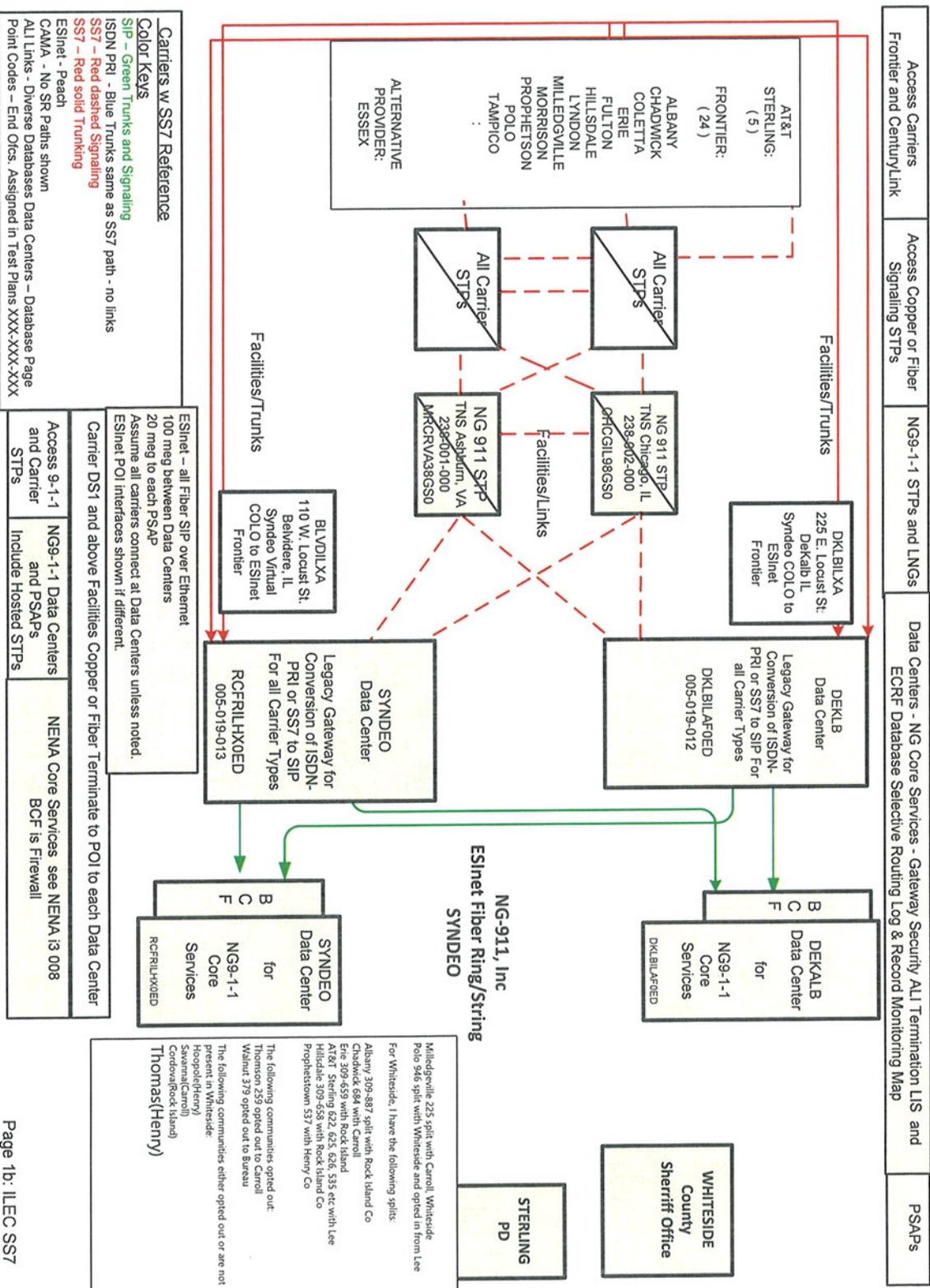
**Include Hosted STPs**

**NENA Core Services see NENA13 008 BCF is Firewall**

**Page 2a CLECs SS7 - for some, see Database P. 6**

WHITESIDE COUNTY

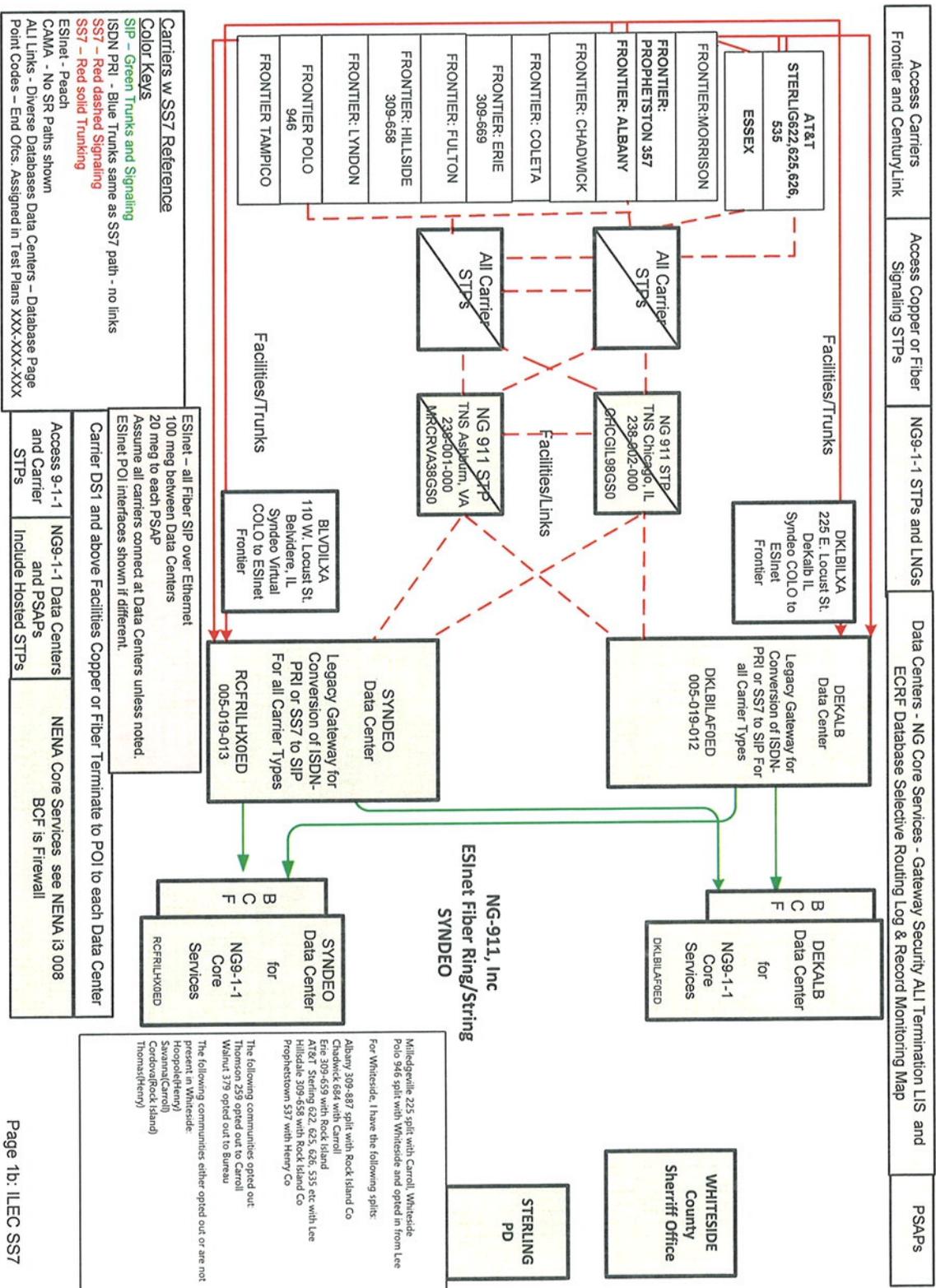
WHITESIDE County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
 Carrier Access - Direct SS7 - LATAS: 360, 364





WHITESIDE COUNTY

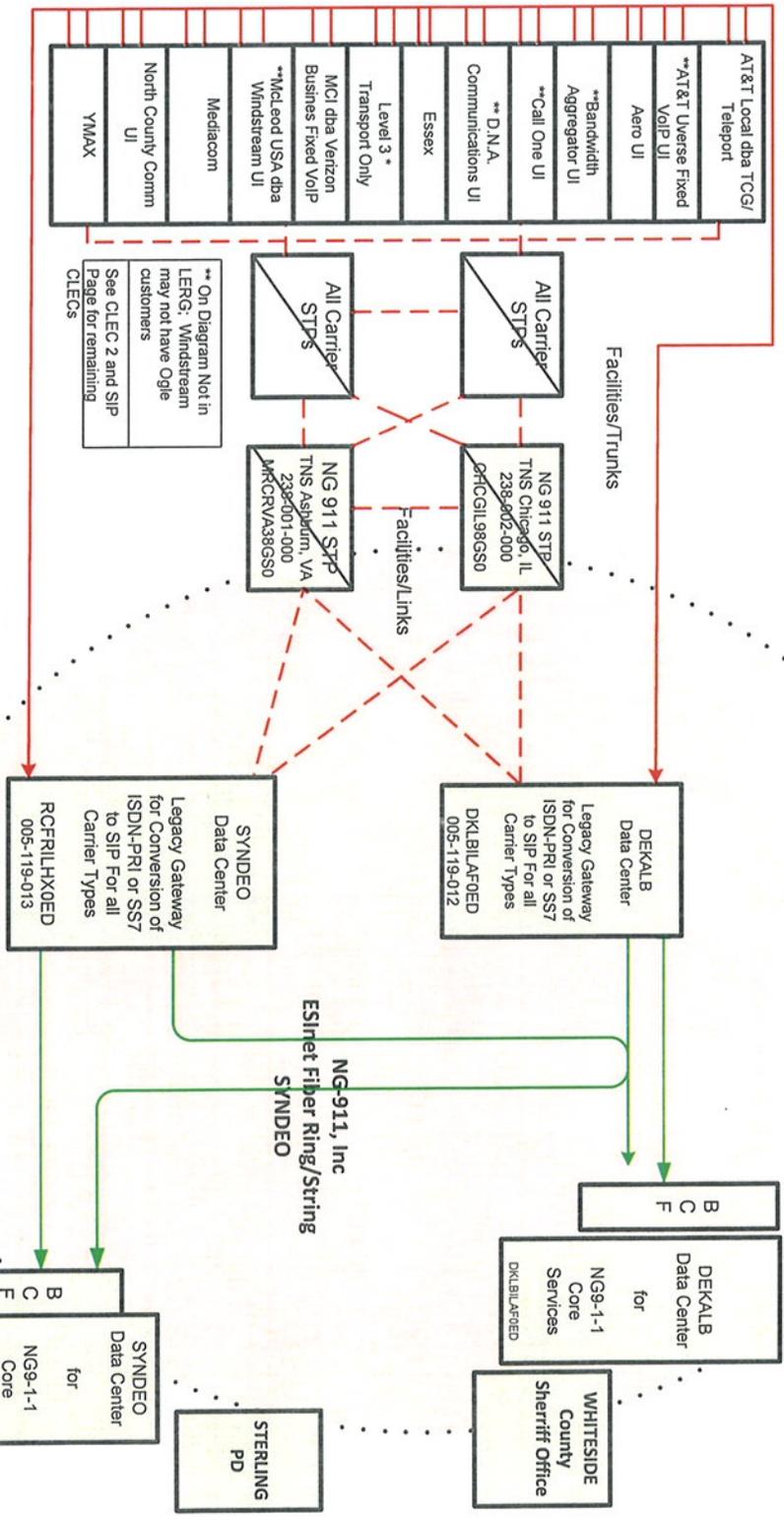
Whiteside County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
 Carrier Access - Direct SS7 - LATAs: 360, 364



WHITESIDE COUNTY

Whiteside County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
 Carrier Access - Direct SST - LATAs: 360, 364

Access Carriers CLECs	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers and NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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**Carriers w/SS7 Reference**  
**Color Keys**  
 SIP - Green Trunks and Signaling  
 ISDN PRI - Blue Trunks same as SS7 path - no links  
 SS7 - Red dashed Signaling  
 SS7 - Red solid Trunking  
 Esinet - Peach  
 CAMA - No SR Paths shown  
 ALL Links - Diverse Databases Data Centers - Database Page Point Codes - End ofcs. Assigned in Test Plans XXX-XXX-XXX

**Esinet - all Fiber SIP over Ethernet**  
 100 meg between Data Centers  
 20 meg to each PSAP  
 Assume all carriers connect at Data Centers unless noted. Esinet POI interfaces shown if different.  
 Carrier DS1 and above Facilities Copper or Fiber Terminate to POI in each Data Center

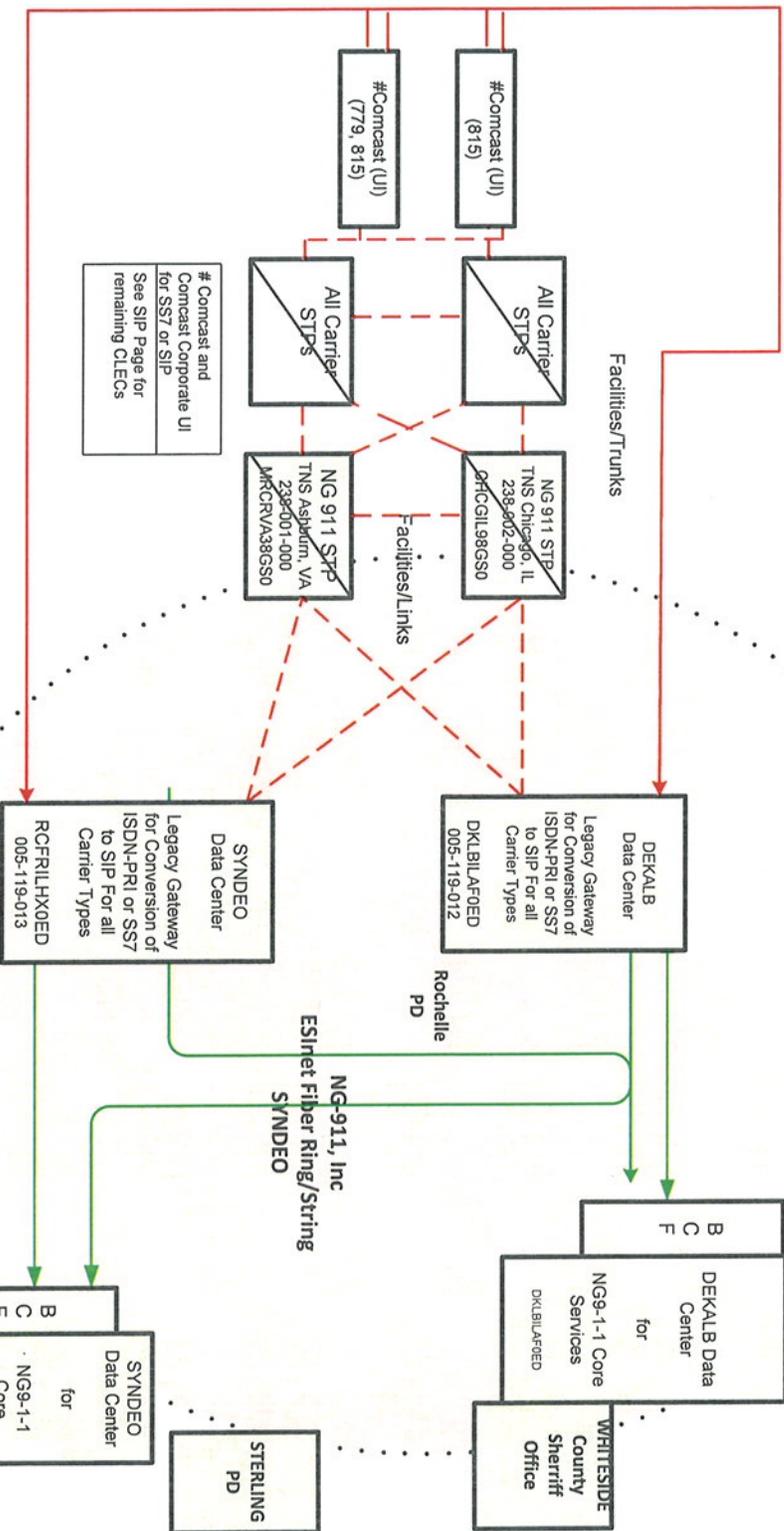
\* CLECs sometimes use other Carrier Support for Transport and VPC GIS Database rather than MSAG via GIS - no Intermediate POI as of Filing

Access 9-1-1-1 NG9-1-1 Data Centers and Carrier STPs Include Hosted STPs NENA Core Services see NENA 13 008 BCF is Firewall

WHITESIDE COUNTY

WHITESIDE County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
 Carrier Access - Direct SS7 - LATAs: 360, 364

Access Carriers CLECs	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers and NG Core Services - Gateway Security ALL Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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<b>Carriers w SS7 Reference</b>	ESInet - all Fiber SIP over Ethernet
<b>Color Keys</b>	100 meg between Data Centers
SIP - Green Trunks and Signaling	20 meg to each PSAP
ISDN PRI - Blue Trunks same as SS7 path - no links	Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.
SS7 - Red dashed Signaling	Carrier DS1 and above Facilities Copper or Fiber Terminate to POI in each Data Center
SS7 - Red solid Trunking	
ESInet - Peach	
CAMA - No SR Paths shown	Access 9-1-1
ALL Links - Diverse Databases Data Centers - Database Page	NG9-1-1 Data Centers and Carrier STPs
Point Codes - End ofcs. Assigned in Test Plans XXX-XXX-XXX	Include Hosted STPs
	NENA Core Services see NENA 13 008 BCF is Firewall

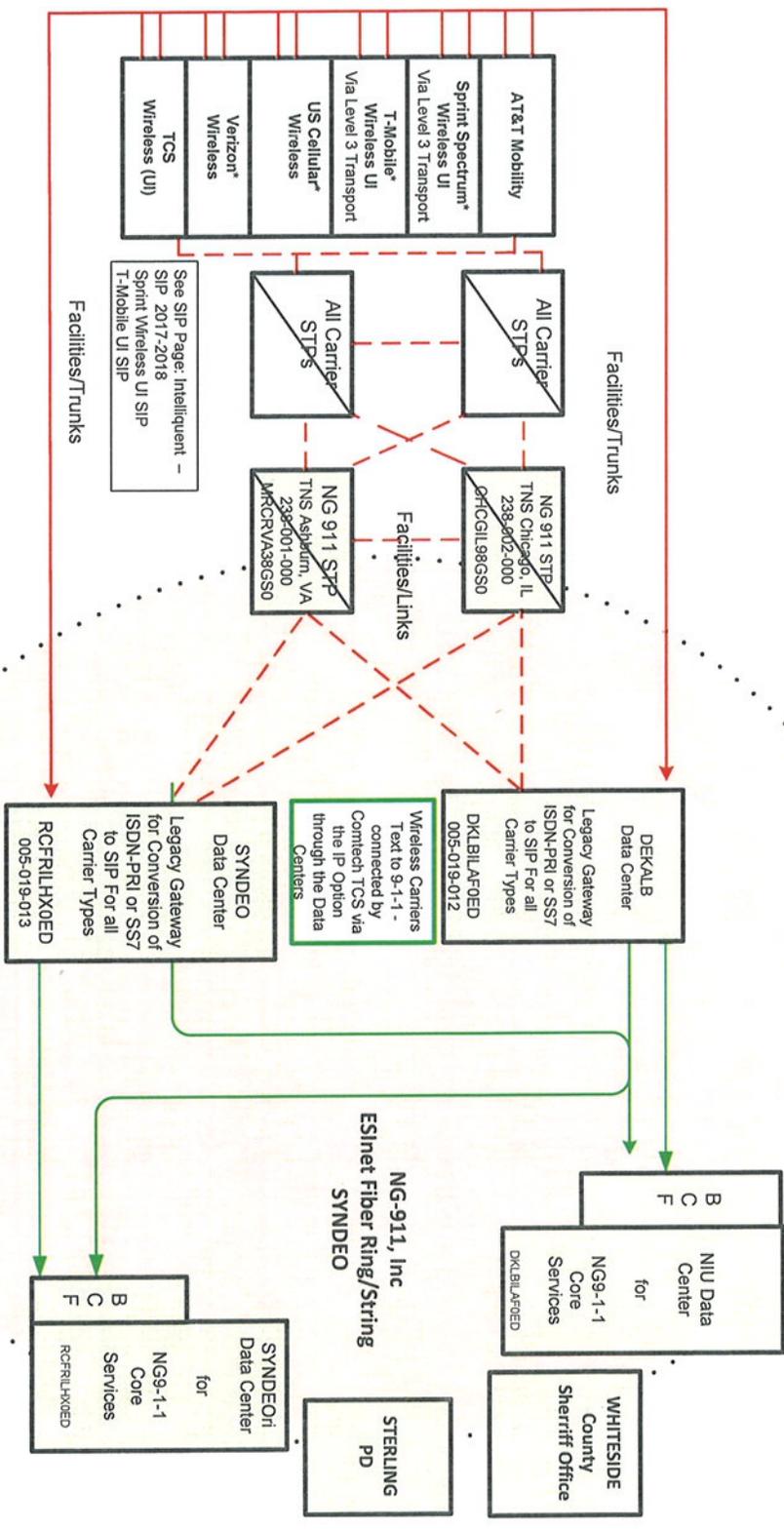
Page 2b CLECs SS7 -  
 for some, see Database  
 P. 6

WHITESIDE COUNTY

Whiteside County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP

Carrier Access - Direct SS7 - LATAs: 360, 364

Access Carriers Wireless	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LINGS	Data Centers NG Core Services - Gateway Security ALL Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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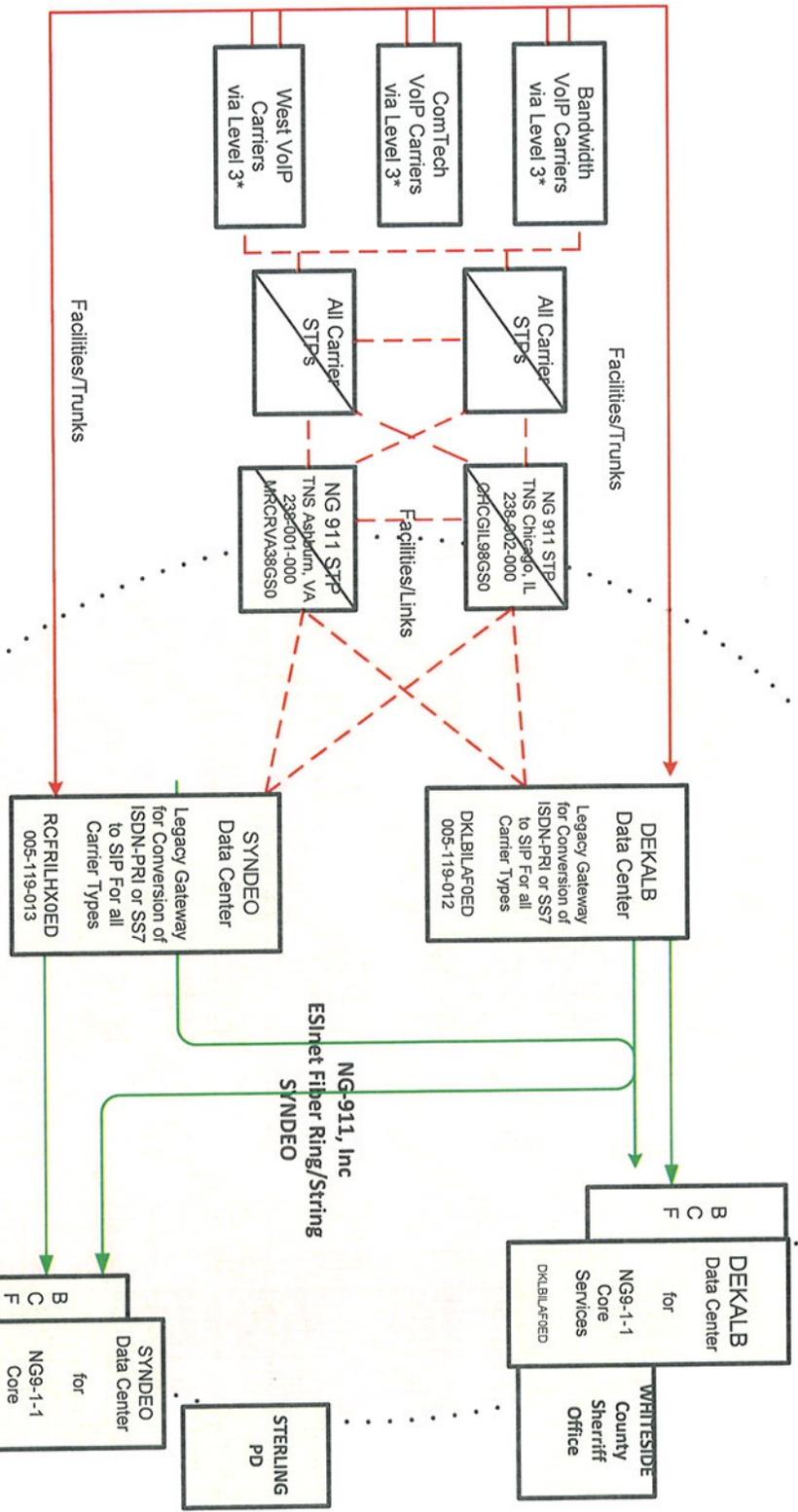


<b>Carriers w SS7 Reference</b>	ESInet - all Fiber SIP over Ethernet 100 meg to each Data Centers 20 meg to each PSAP Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.	Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center
<b>Color Keys</b>	ESInet - all Fiber SIP over Ethernet 100 meg to each Data Centers 20 meg to each PSAP Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.	Wireless Carrier Lists are confidential to MPC Aggregators. Lead Aggregator UI for SIP. Wireless Carriers not in LERG Ogle - verify Test Control Center is TCC Contact
<b>SIP - Green Trunks and Signaling</b>		
<b>ISDN PRI - Blue Trunks same as SS7 path - no links</b>		
<b>SS7 - Red dashed Signaling</b>		
<b>SS7 - Red solid Trunking</b>		
<b>ESInet - Peach</b>		
<b>CAVA - No SR Paths shown</b>		
<b>ALI Links - Diverse Databases Data Centers - Database Page Point Codes - MTSO Ofc. &amp; STP Pair Assigned in Test Plans XXX-XXX-XXX</b>		
	Access 9-1-1 and Carrier STPs	NG9-1-1 Data Centers and PSAPs Include Hosted STPs
		NENA Core Services see NENA 13 008 BCF is Firewall

WHITESIDE COUNTY

WHITESIDE County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
 Carrier Access - Direct SS7 - LATAs: 360, 364

Access Carriers	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers and NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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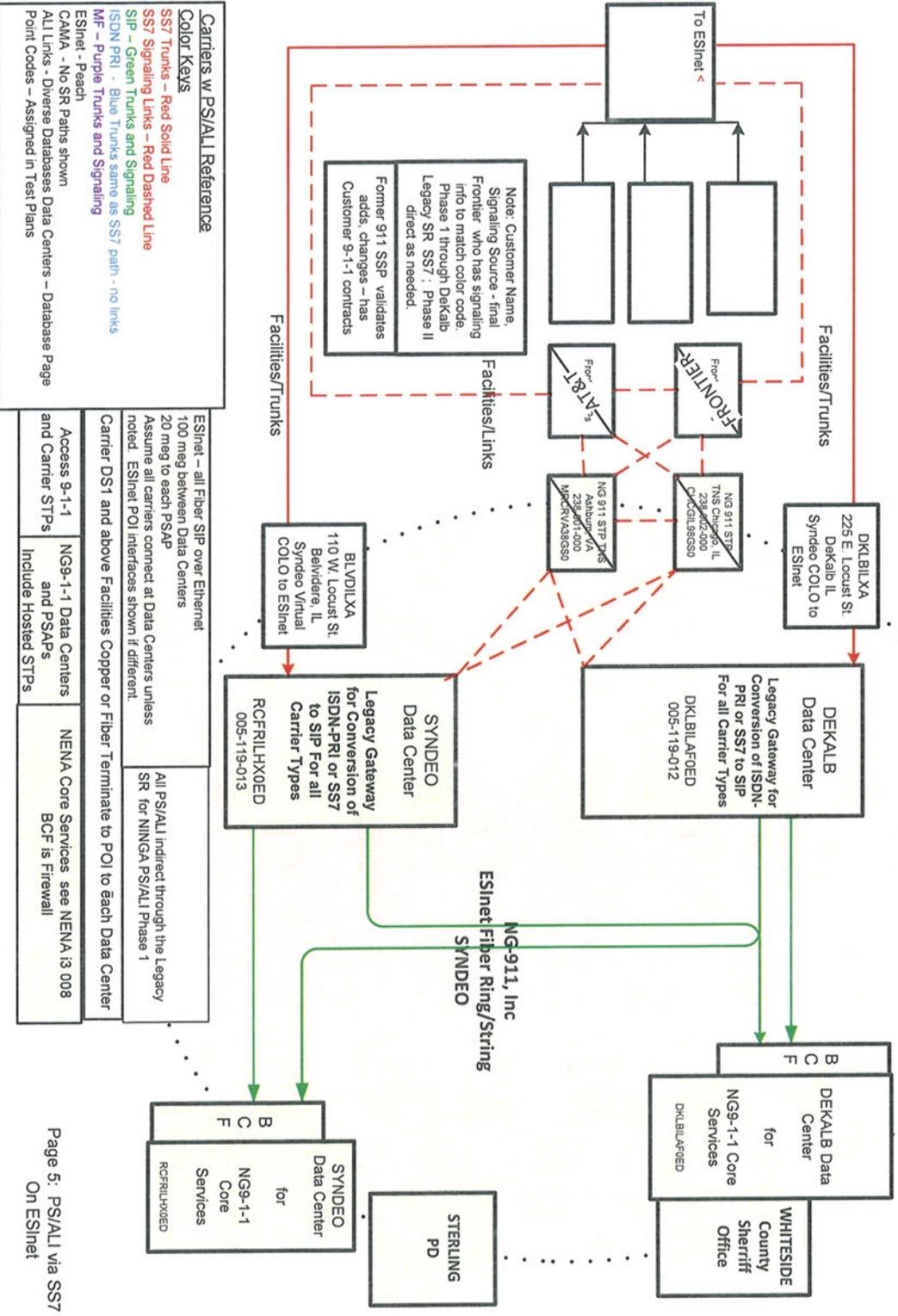
<b>Carriers w/ SS7 Reference</b>	<b>ESInet - all Fiber SIP over Ethernet</b>
<b>Color Keys</b>	100 meg between Data Centers
SIP - Green Trunks and Signaling	20 meg to each PSAP
ISDN PRI - Blue Trunks same as SS7 path - no links	Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.
SS7 - Red dashed Signaling	Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center
SS7 - Red solid Trunking	
ESInet - Peach	
CAMA - No SR Paths shown	
All Links - Diverse Databases Data Centers - Database Page	
Point Codes - End Ofcs Assigned in Test Plans XXX-XXX-XXX	
	VOIP Carrier Lists are confidential to VOIP Aggregators - testing with cooperation of the VPC and Level 3
	Access 9-1-1 and Carrier STPs
	NG9-1-1 Data Centers and PSAPs
	Include Hosted STPs
	NENA Core Services see NENA i3 008
	BCF is Firewall

Page 4: VoIP SS7 - see Database P. 6

WHITESIDE COUNTY

WHITESIDE County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP  
 Carrier Access - Direct SS7 - LATAs: 360, 364

Access Carriers	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers - NG Core Services - Gateway Security ALL Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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**Carriers w PS/ALI Reference**  
**Color Keys**  
 SS7 Trunks - Red Solid Line  
 SS7 Signaling Links - Red Dashed Line  
 SIP - Green Trunks and Signaling  
 ISDN PRI - Blue Trunks same as SS7 path - no links  
 MF - Purple Trunks and Signaling  
 ESInet - Peach  
 CAMA - No SR Paths shown  
 ALL Links - Diverse Databases Data Centers - Database Page  
 Point Codes - Assigned in Test Plans

ESInet - all Fiber SIP over Ethernet  
 100 meg between Data Centers  
 20 meg to each PSAP  
 Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.  
 Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center  
 Access 9-1-1 and Carrier STPs  
 NG9-1-1 Data Centers and PSAPs  
 Include Hosted STPs  
 NENA Core Services see NENA 13 008  
 BCF is Firewall

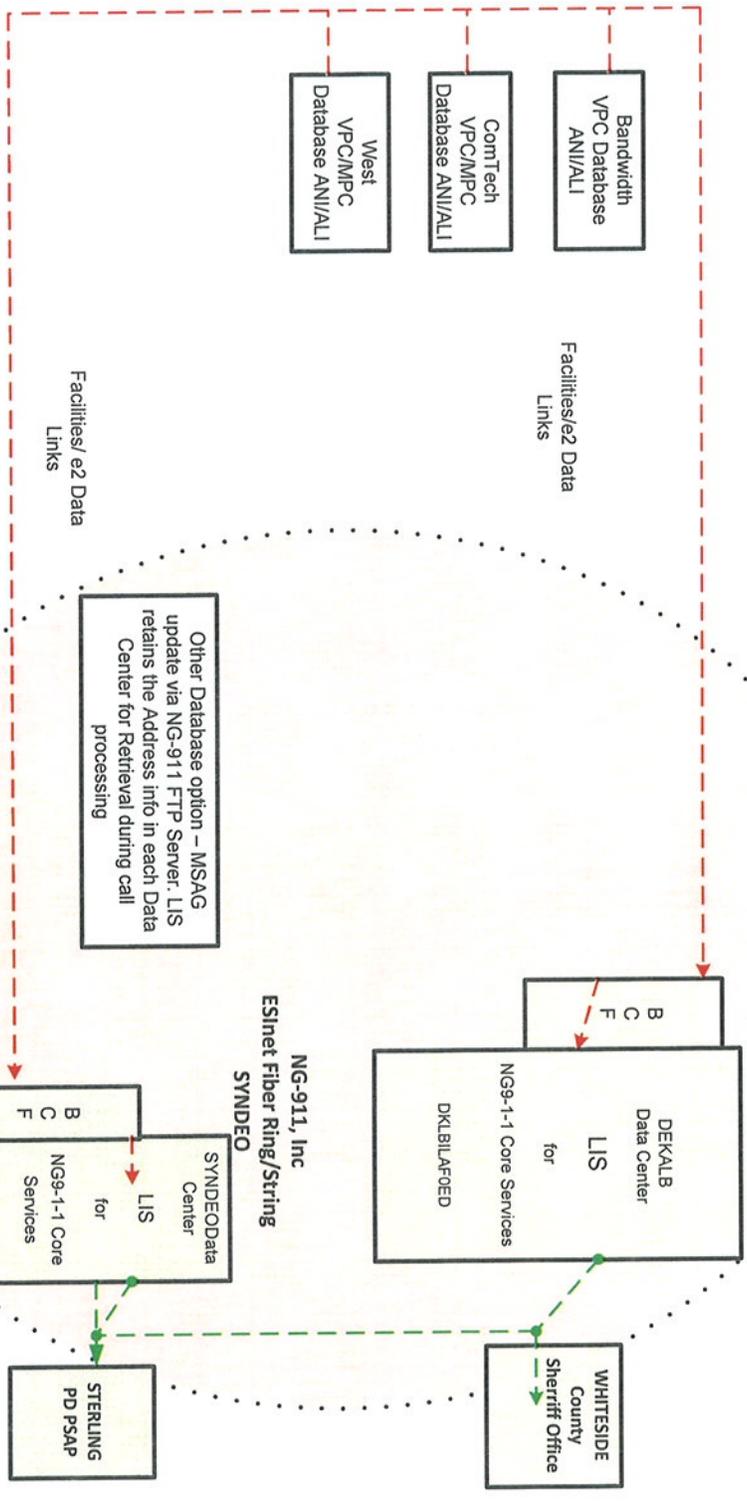
NG-911, Inc  
 ESInet Fiber Ring/String  
 SYNDEO  
 SYNDEO Data Center for NG9-1-1 Core Services  
 SYNDEO Data Center for NG9-1-1 Core Services  
 STERLING PD

WHITESIDE COUNTY

WHITESIDE County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP

Carrier Access - Direct e2 - LATAs: 360, 364

Access Carriers selected VoIP, CLEC Wireless	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LINGS	Data Centers NG Core Services - Gateway Security ALL Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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**Aggregators w Data Link Reference**

**Color Keys**

SIP - Green Trunks and Signaling

e2 Data - Red dashed Signaling

SS7 - Red solid Trunking

ESInet - Peach

CAMA - No SR Paths shown

ALL Links - Diverse Databases Data Centers

ESInet - all Fiber SIP over Ethernet 100 meg between Data Centers 20 meg to each PSAP Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.	Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center	Database Providers Voip and Mobile	NG9-1-1 Data Centers and PSAPs	NENA Core Services see NENA 3 008 BCF is Firewall. LIS is the interface for external Database Interface	Database MSAG NG-911 Inc assumes MSAG records for each county as they come online
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**Default Routing**

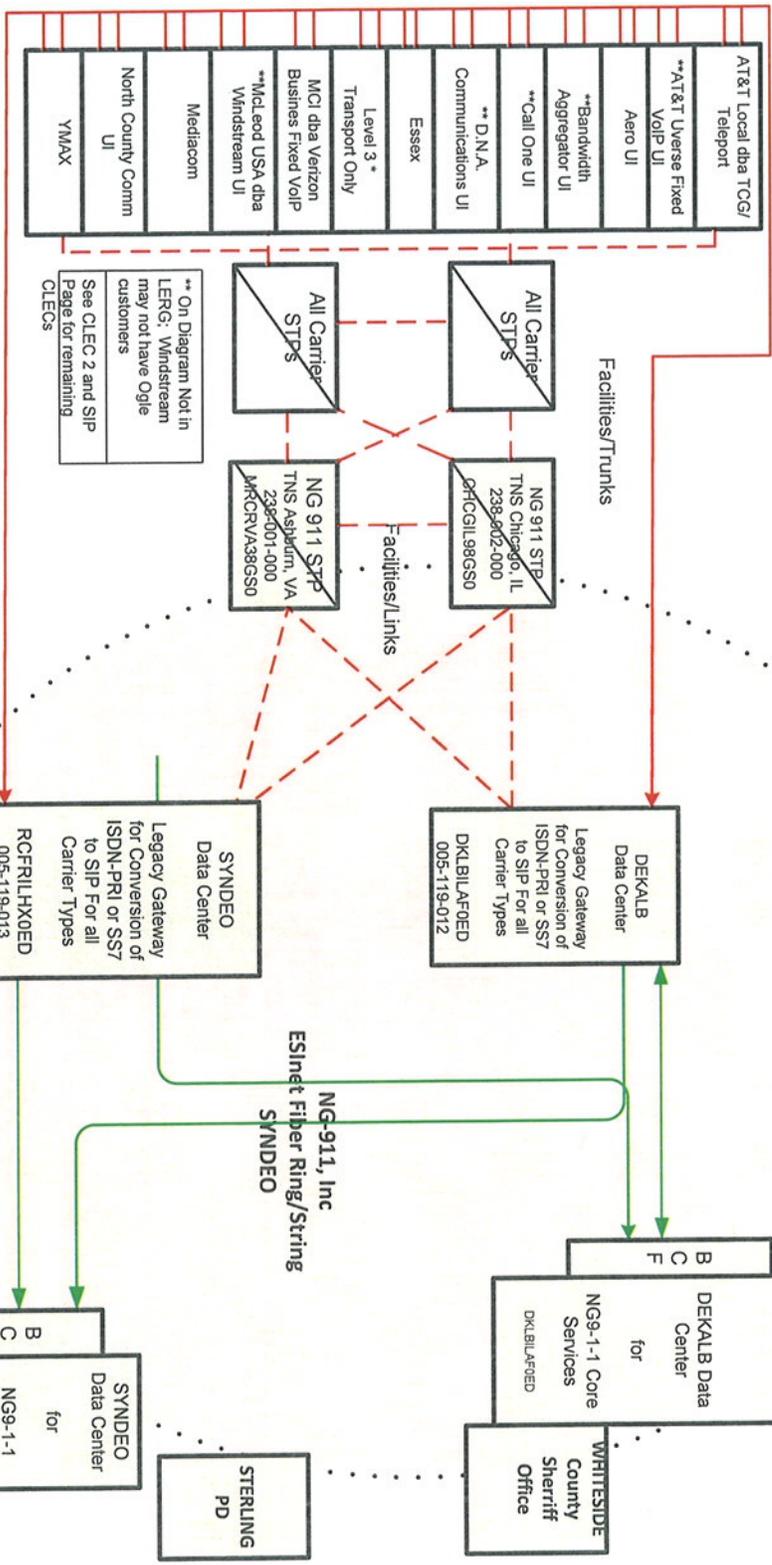
1. assumes all default routing until Lee comes online
2. becomes Primary Default routing PSAP with all Ogle PSAPs for the remainder of NINGA 11 Counties as they come online

WHITESIDE COUNTY

Whiteside County IL NG9-1-1 Filing - NG-911, Inc. 911 SSP

Carrier Access - Direct SS7 - LATAs: 360, 364

Access Carriers CLECs	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LINGs	Data Centers and NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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**Carriers w SS7 Reference**  
**Color Keys**  
 SIP - Green Trunks and Signaling  
 ISDN PRI - Blue Trunks same as SS7 path - no links  
 SS7 - Red dashed Signaling  
 SS7 - Red solid Trunking  
 ESInet - Peach  
 CAWA - No SR Paths shown  
 All Links - Diverse Databases Data Centers - Database Page  
 Point Codes - End ofcs. Assigned in Test Plans XXX-XXX-XXX

ESInet - all Fiber SIP over Ethernet  
 100 meg between Data Centers  
 20 meg to each PSAP  
 Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.

Carrier DS1 and above Facilities Copper or Fiber Terminate to POI in each Data Center

Access 9-1-1 and Carrier STPs

NG9-1-1 Data Centers and PSAPs Include Hosted STPs

NENA Core Services see NENA 13 008 BCF is Firewall

\* CLECs sometimes use other Carrier Support for Transport and V/P/C GIS Database rather than MSAG via GIS - no Intermediate POI as of Filing

Page 2a CLECs SS7 - for some, see Database P. 6



